

<b><u>ICC 83Admin Code Part 280</u></b>					
<b><u>Illinois Gas Company</u></b>					
<b><u>Implementation Plan</u></b>					
<b>Rule Section Reference</b>	<b>Current Status</b>	<b>Action Plan</b>	<b>Estimated Implementation Cost</b>	<b>Start Date</b>	<b>Completion/Implementation Date</b>
TITLE 83: PUBLIC UTILITIES					
PART 280					
PROCEDURES FOR GAS, ELECTRIC, WATER AND SANITARY SEWER UTILITIES					
GOVERNING ELIGIBILITY FOR SERVICE, DEPOSITS, BILLING, PAYMENTS, REFUNDS AND DISCONNECTION OF SERVICE					
SUBPART B: APPLICATIONS FOR UTILITY SERVICE					
<b>Section 280.30 Application</b>					
a) Intent: A utility may use reasonable means to verify the identity of its customers. Applicants shall have the right to a reasonable application process designed to provide for persons to obtain utility services without delay, while also safeguarding utilities and other customers from potential harm associated with fraud or the uncollected debts of applicants.	Illinois Gas Company requires that all new applicants for service come into the local office to obtain service and verify identity.	No Action Required	\$0.00	November 1, 2014	November 1, 2014
b) Information Requirements: The utility shall make available on its website a full description of the utility's application process, including all forms of acceptable identification, for review in the utility's tariff with the Commission. The utility shall also mail a printed version to applicants or customers who request a copy.	Company currently does not have or maintain a web site	Web Site Development and Design	\$20,000.00	December 1, 2014	May 1, 2016
c) Methods:					
1) The applicant shall have the option to choose from the available application methods offered by the utility.	Illinois Gas Company requires that all new applicants for service come into the local office to obtain service and verify identity.	No Action Required	\$0.00	November 1, 2014	November 1, 2014
been authorized to act on behalf of the applicant, and the utility must verify this authorization either by documentation or by direct contact with the applicant. If a utility fails to verify authorization, it shall not be entitled to collect for service if the customer disclaims any responsibility for requesting the service; provided, however, that named customers who reside and receive mail at the service/billing address will be rebuttably presumed to have authorized the application if they do not contact the utility to contest billing within six months after service activation.	Illinois Gas Company requires that all new applicants for service come into the local office to obtain service and verify identity.	No Action Required	\$0.00	November 1, 2014	November 1, 2014
d) Application Content:					

<p>1) Positive identification (ID) of applicants may be required by up to two forms of ID. One form shall be a government issued photo ID, including a state issued ID, U.S. or foreign government issued passport, and consular identification documents, as defined by the Consular Identification Document Act [5 ILCS 230]. Applicants may be asked to provide one other form of identification, including but not limited to any of the following:</p> <p>A) A second government issued photo ID;</p> <p>B) Social Security number;</p> <p>C) Driver's license number;</p> <p>D) Birth certificate;</p> <p>E) Immigration and/or naturalization documents;</p> <p>F) Student identification;</p> <p>G) Banking information;</p> <p>H) Employment records;</p> <p>I) Government benefits/compensation records;</p> <p>J) Tax ID number;</p> <p>K) Articles of incorporation; or</p> <p>L) Business license.</p>	Illinois Gas Company requires that all new applicants for service come into the local office to obtain service and verify identity.	No Action Required	\$0.00	November 1, 2014	December 1, 2014
2) The applicant shall have the opportunity to choose the second form of identification to provide from the list in subsection (d)(1). The utility may not oblige an applicant to provide one form of identification in favor of another, so long as one form is a government issued photo ID and the identification provided is valid and accurate.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) If the applicant is non-residential, the utility shall request information to determine if the applicant is a small business.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
<p>4) Service location and contact information required of applicants:</p> <p>A) Service address for the premises;</p> <p>B) Mailing address if different from the service address;</p> <p>C) The applicant's preferred method of contact from the utility;</p> <p>D) Telephone number if available;</p> <p>E) E-mail address (optional); and</p> <p>F) Contact information for property owner/manager if premises are rental (optional).</p>	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Requirements for Successful Application:					
<p>1) Information submitted must be accurate and verifiable; and</p> <p>2) Any past due debts for utility services still owing to the utility by the applicant shall be identified and governed by this subsection (e)(2). The applicant must:</p> <p>A) Pay past due debt in full and, if otherwise required, enter into a payment plan for the deposit amount; or</p> <p>B) At the utility's discretion, enter into a payment agreement to retire the debt; or</p> <p>C) Make a down payment and agreement to retire the debt under the requirements of Section 280.180 (Reconnection of Former Residential Customers for the Heating Season).</p>	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
f) Applicable Past Due Debts:					
<p>1) Past due debts may only include debts for which the utility has retained summary data to support the validity of the debt. The utility shall make these records available to the applicant upon request. In addition, the utility shall provide, on request, a detailed description and the source of any other information supporting the debt. At a minimum, summary data supporting the debt shall include:</p> <p>A) The service address or addresses where the debt accrued;</p> <p>B) Meter readings and dates; C) Usage and dates; and</p> <p>D) Bill amounts and dates.</p>	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

2) For purposes of determining whether an applicant may become a customer, past due debts shall not include charges owing for non-utility services and merchandise.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) Past due debts shall not include utility charges owing for a different class (residential or non-residential) or type (gas, electric, water or sewer) of service.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) Past due debts shall not include debts owing by persons other than the applicant, with the exception of debts owing as family expenses of married persons. Family expenses shall not include debts incurred at a location separate from the family by a spouse who abandons the family (see Section 15 of the Rights of Married Persons Act [750 ILCS 65/15]).	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
5) This subsection (f) shall not prevent a utility from considering past due debts when evaluating applications or pursuing collections if those past due debts accumulated before November 1, 2014, and if the utility kept records to document the past due debts as were allowed at the time the debts were accumulated.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
6) In instances in which the utility decides not to offer a payment plan for past due debts, it must provide a written statement to the applicant that contains the rationale for its refusal.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
g) Disputed Past Due Debts: If the applicant disputes the validity of the past due debt and the utility sustains the charges, the utility shall provide the applicant with the contact information for the Commission's Consumer Services Division for an informal complaint.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
h) Deposit Payment Requirement: The utility may require a deposit of an applicant for service under the criteria listed in Sections 280.40 (Deposits) and 280.45 (Deposits for Low Income Customers). The utility may require that the initial down payment of any applicable deposit be paid within a minimum of 12 days.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
i) Timeline for Application Processing:					

1) Approval or rejection of the application, including notification to the applicant, shall be accomplished within two business days after the date all the required information is received from the applicant.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) Notification shall include the specific reasons for the rejection so that the applicant may have the opportunity to remedy the reasons for the rejection. If the utility is unable to contact the applicant for notification purposes by a method other than mailing, written notification of the problems shall be sent to the mailing address provided by the applicant.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) If the application meets the requirements of this Part or the applicant remedies any deficiencies, the utility shall approve the application for service.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
j) Timeline for Service Activation:					
1) Electric, water or sewer utilities: Absent any delays caused by construction or other equipment work required for service activation, an electric, water or sewer utility shall activate service for a successful applicant at the earliest possible date, but no more than four calendar days after the approval of the application, unless the applicant requests a later date of activation.	Not Applicable. Illinois Gas Company is a natural gas utility.	Not Applicable. Illinois Gas Company is a natural gas utility.		November 1, 2014	December 1, 2014
2) Gas utilities: Absent any delays caused by construction or other equipment work required for service activation, a gas utility shall activate service for a successful applicant at the earliest possible date, but no more than seven calendar days after the approval of the application, unless the applicant requests a later date of activation.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) If a successful applicant for utility service seeks activation of service on a date beyond the timelines described in subsections (j)(1) and (2), the utility shall activate the service either on the date specified by the applicant or within two business days after the requested date if the utility is unable to accommodate the requested date.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) If, through no fault of the applicant, the utility delays activation of service for two or more calendar days beyond the number of days required by this subsection (j), it shall issue a credit to the new customer's account equal to the monthly customer charge for that customer pro-rated by the number of days of the delay beyond the requirements of this subsection (j).	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
5) Exception for lack of access: A utility shall not be obliged to conform to the time limits in this subsection (j) if it is not allowed access to activate the service; provided, however, that the utility must record the date, time of day, utility personnel involved and reason access was not gained. It shall retain the record for two years. In addition, the utility's field representative making the visit to activate service shall leave a door tag at the premises. The door tag shall indicate when the utility representative was there and provide the contact information for the customer to reschedule.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

6) Exception for damage or unsafe condition: A utility shall not be obliged to conform to the time limits of this subsection (j) if repair, construction or correction of an unsafe condition is required prior to activation of service.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
7) Temporary exception for unforeseen circumstances: A utility that experiences a temporary, unanticipated and not reasonably foreseeable overload of its ability to provide for the timely activation of service may, upon notice explaining the circumstances to the Commission's Consumer Services Division, temporarily forego the requirements of this Section so long as the utility can demonstrate that it is taking diligent action to remedy the overload.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
8) The utility shall report to the Commission's Consumer Services Division those instances in which the timelines are not met. The utility shall report quarterly on the frequency of the temporary exceptions exercised.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
k) Data Collection and Maintenance Requirements: A utility shall collect the following data on a monthly basis and maintain the data for two years following its collection, making the data available to Commission Staff within 30 days after a request from Staff:	Need to revise a billing system reporting.	Working with Utility Billing System Development to revise current reporting.	\$1,000.00	November 1, 2014	March 1st, 2015
1) The total number of residential applications taken by the utility;	Need to revise a billing system reporting.	Working with Utility Billing System Development to revise current reporting.	\$1,000.00	November 1, 2014	March 1st, 2015
2) The total number of non-residential applications taken by the utility;	Need to revise a billing system reporting function.	Working with Utility Billing System Development to revise current reporting.	\$1,000.00	November 1, 2014	March 1st, 2015
3) The number of residential applications rejected by the utility. For purposes of this subsection (k), applications for service that are not accepted by the utility because the applications are incomplete shall be considered rejected applications;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) The number of non-residential applications rejected by the utility; and	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
5) The reason, by category under subsection (e), for the rejection of each application listed in subsections (k)(3) and (4).	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

<b>Section 280.35 Revert to Landlord/Property Manager Agreements</b>					
a) Intent: This Section describes the rights and duties of a utility and landlord/property manager with respect to discontinuance of service or assumption of billing responsibility and continuance of service when a tenant vacates a premises and the utility has no customer of record. It also describes the process by which a utility may, by prearrangement with a landlord/property manager, place the service for a premises, on a going forward basis, into the name of the landlord/property manager and continue service to the premises when a tenant who had utility service in the tenant's name leaves the premises.	Illinois Gas Company currently offers Landlords/Property managers to complete a form for continued service when tenant moves out.	File a Tariff with the ICC for the current form used. Include in Web Site Development and Design a form accessible to Landlords/Property Managers. Redesign form.	\$500.00	December 1, 2014	June 1, 2015
b) Prearrangement to be in Writing: The utility and landlord/property manager shall agree in writing to the prearranged procedures entered into under this Section. The utility shall provide an example of its prearrangement form in the utility's tariff and maintain a copy of the form on its website. Absent written prearrangement with a landlord/property manager, the utility shall not place service in the name of the landlord/property manager unless the landlord/property manager contacts the utility to apply for service.	Illinois Gas Company currently offers Landlords/Property managers to complete a form for continued service when tenant moves out.	File a Tariff with the ICC for the current form used. Include in Web Site Development and Design a form accessible to Landlords/Property Managers	\$500.00	December 1, 2014	May 1, 2016
c) Notice: Every time a utility places service into the responsibility of a landlord/property manager under prearrangement, the utility must, within two business days, notify the landlord/property manager that the service has been placed in the landlord/property manager's responsibility and that the landlord/property manager will be billed on a forward basis for service provided to the premises until a new tenant successfully applies for service. Notice shall be provided separately from the bill statement and shall be made prior to the first bill to the landlord/property manager. By agreement with the landlord/property manager, the utility may disregard the above notification provisions.	Illinois Gas Company current Notification by prearrangement and gas service billing.	Third Party vendor developing a letter that can be sent upon placing Landlord/Property manager into service.	\$500.00	December 1, 2014	June 1st, 2015
d) Tenant Bills: The utility shall not hold the landlord/property manager responsible for an amount owing to the utility by any tenant.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Accuracy of Billing: Prior to making the landlord/property manager responsible for service, if the meter has not been read by the utility within the past 60 days, the utility shall obtain an actual meter reading to ensure correct billing, so long as the utility is provided access to the meter. If the utility is unable to obtain an actual meter reading, the utility must allow the landlord/property manager to provide the utility with a customer reading.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
f) Itemization of Transfer Balances: When a landlord/property manager maintains multiple premises within a utility's service territory, the utility shall not transfer balances owing from one premises account to another until the landlord/property manager has failed to pay the final bill rendered for that premises or the landlord/property manager requests that the balance be transferred. When transferring final balances from one premises account to another, the utility shall indicate on the bill the location where the amount due originated.	Illinois Gas Company currently complies with all parts with exception of indicate on the bill the location where the amount due originated.	Third party vendor is developing new full page statement. This will be incorporated with the new design.	Cost is inclusive of development of full page statement. \$2,800.00	November 1, 2014	June 1st, 2015
SUBPART C: DEPOSITS					
<b>Section 280.40 Deposits</b>					

a) Intent: Customer deposits are used to secure against potential unpaid debts. Utility collection activities, when not otherwise restricted by regulations or laws, will limit the accumulation of unpaid debt so that deposits will continue to serve this protective purpose.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
b) Notification of Demand for Deposit:					
1) A utility shall make an initial notice of a deposit to an applicant or customer no later than 45 days after the applicant's application for service is approved or after the event that justifies the deposit. A deposit shall not be assessed until the initial notice is given.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The initial deposit notice shall be made in writing and shall disclose: A) The reason for the deposit; B) The amount of the deposit and how it is calculated; C) The payment requirements and schedule of payments for the deposit; D) The date by which the entire deposit must be paid; E) That the amount of the deposit may be adjusted if the annual charges for the customer substantially change; F) The refund policy for the deposit; G) The interest policy for the deposit; H) The deposit policy applicable to qualified low income customers and how qualification can be demonstrated; and I) The availability and contact information for the Commission's Consumer Services Division in the event of a dispute that the utility has not resolved to the satisfaction of the applicant or customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) Calculation of Deposit Amounts:					
1) Residential and small business customer deposits shall not exceed 1/6 of the estimated annual charges for the service to that customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) Non-residential, other than small business, customer deposits shall not exceed 1/3 of the estimated annual charges for service to that customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
d) Applicant Deposits: The utility shall have the right to require a deposit of an applicant under the following conditions:					
1) The applicant was previously disconnected for non-payment of bill amounts owing to the utility for the same class and type of service;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

2) The applicant failed to pay a final bill owing to the utility for the same class and type of service;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) The residential applicant's credit score fails to meet the minimum standard of the credit scoring system described in the utility's tariff;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) The non-residential applicant fails to provide satisfactory credit references, including past utility service records or favorable history with other creditors. The utility shall file a tariff with the Commission describing its criteria by which non-residential applicants can establish satisfactory credit for this purpose;	Illinois Gas Company currently utilizes the use of letters of credit submitted by Financial Institutions on behalf of applicant.	File a Tariff with the ICC.	\$0.00	November 1, 2014	June 1st, 2015
5) The utility has proof that the applicant previously benefitted from tampering as described in Section 280.200;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
6) The utility has proof that the conditions described in Section 280.210 (Payment Avoidance by Location) exist for the applicant.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Present Customer Deposits:					
1) A present customer may be required to pay a deposit if both of the following conditions occur: A) The customer has paid late four times in the past 12 months; and B) The customer's account has an undisputed past due balance that has remained unpaid for over 30 days beyond the due date.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) A present residential customer may avoid the requirement to pay a deposit under subsection (e)(1) by entering into and keeping current with a DPA for the unpaid balance, so long as the customer enters the DPA prior to the assessment of the deposit.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014



3) A present customer may be required to pay a deposit if the utility has proof that the customer benefitted from tampering.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) A present large commercial or industrial customer may be required to pay a deposit for indications of financial insecurity in accordance with, and as allowed by the terms and conditions of, a utility's effective tariffs.	Illinois Gas Company Complies with all parts of this section	Review Tariff filing and make necessary changes.	\$0.00	November 1, 2014	June 1, 2015
f) Deposit Payment: A utility may require payment of 1/3 of an applicable deposit by including that amount on the first bill statement sent to the customer after the issuance of the deposit. The remaining 2/3 of the deposit shall be paid in equal installment amounts included on the next two bill statements. However, a deposit assessed under Section 280.210 may be collected in a single amount due prior to service activation.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
g) Deposit Interest:					
1) Interest shall be paid to the customer on all deposit amounts, including installments, held by the utility. The rate of interest will be the same as the rate existing for the average one year yield on U.S. Treasury Securities for the last full week in November. The interest rate will be rounded to the nearest 0.5%. In December each year, the Commission shall announce the rate of interest that shall be paid on all deposit amounts held during all or part of the subsequent year.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) After 12 consecutive months of accumulated interest, when a customer is not entitled to a refund of the deposit, the utility shall automatically credit the customer's account with the interest only. The credit shall be itemized on the customer's next regular bill statement as "deposit interest".	Illinois Gas Company currently compounds interest on deposits being held.	Change to current policy and work with Third Party vendor to make changes to current billing system.	\$500.00	November 1, 2014	June 1, 2015
h) Refund Conditions for Deposits:					
1) The utility shall automatically refund the deposit plus accumulated interest once the customer completes 12 consecutive months of service with fewer than four late payments, no disconnections for nonpayment and no tampering with the service, if the customer has no past due balance owing at the time of the deposit refund.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The utility shall automatically refund the deposit plus accumulated interest, less any unpaid utility service bill amount, when the customer voluntarily ends service and is not transferring service to another location. The refund shall be made at the time the final bill for service is issued.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

3) The utility shall refund the deposit plus accumulated interest automatically, less any unpaid utility service bill amount, 30 days after disconnection of service for non-payment when the former customer has not paid the full balance owing or otherwise made arrangements with the utility to have the service restored.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) Nothing shall prevent the utility from refunding a deposit earlier than required by this subsection (h).	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
i) Issuance of Deposit Refund:					
1) For a current small business customer, the refund, less past due unpaid utility service amounts, shall be by separate payment issued to the customer. The refund or credit shall be issued within 30 days after the event that triggers it.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) For all other current customers, the refund, less past due unpaid utility service amounts, shall be by separate payment issued to the customer, except when the customer requests a credit to the account instead of a refund payment. The refund or credit shall be issued within 30 days after the event that triggers it. The utility shall not be obliged to issue the refund by separate payment instead of a credit if the amount to be refunded does not exceed 125% of the customer's average monthly bill amount.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) For any former customer, the refund, less unpaid utility service bill amounts, shall be by separate payment issued to the former customer. The refund shall be issued within 30 days after the event that triggers it.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
j) Records of Deposits:					
1) The utility shall maintain records of deposits, together with interest, that collectively will show all transactions pertaining to each deposit.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The utility shall indicate the amount of each deposit held on each customer bill.	Illinois Gas Company does not show on a customers bill the amount of deposit on hold.	Third party vendor is currently developing a new bill format to full page statement.	Cost is inclusive of development of full page statement. \$2,800.00	November 1, 2014	June 1, 2015

3) When refunds are not deliverable, the utility shall maintain records showing the utility's efforts towards locating the former customer and delivering the deposit refund.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
k) Data Collection and Maintenance Requirements: A utility that elects to utilize a credit scoring program for applicants for residential service shall collect and maintain the following data for a period of five years following its collection, making the data available to Commission Staff within 30 days after a request from Staff:	Illinois Gas Company does not utilize credit scoring to establish service. Not Applicable	Illinois Gas Company does not utilize credit scoring to establish service	\$0.00	November 1, 2014	December 1, 2014
1) The number of credit scores requested for applicants;	Illinois Gas Company does not utilize credit scoring to establish service. Not Applicable	Illinois Gas Company does not utilize credit scoring to establish service	\$0.00	November 1, 2014	December 1, 2014
2) The number of applicants who received passing credit scores;	Illinois Gas Company does not utilize credit scoring to establish service. Not Applicable	Illinois Gas Company does not utilize credit scoring to establish service	\$0.00	November 1, 2014	December 1, 2014
3) The number of applicants who received failing credit scores;	Illinois Gas Company does not utilize credit scoring to establish service. Not Applicable	Illinois Gas Company does not utilize credit scoring to establish service	\$0.00	November 1, 2014	December 1, 2014
4) The number and total dollar amount of deposits obtained from applicants subject to the credit scoring program;	Illinois Gas Company does not utilize credit scoring to establish service. Not Applicable	Illinois Gas Company does not utilize credit scoring to establish service	\$0.00	November 1, 2014	December 1, 2014
5) The number of times a security deposit was waived for a low income applicant and for all other applicants, with stated reasons for the waiver;	Illinois Gas Company does not track waivers of deposits.	Illinois Gas Company will place a note on the customers account concerning waiver of deposit.	\$0.00	November 1, 2014	December 1, 2014

6) The number of disconnections of service because customers failed to pay the required deposit; and	Illinois Gas Company currently does not track disconnection of service due to failure to pay deposit. However, very few deposits are ever collected.	Illinois Gas Company will place a note on the customers account concerning failure to pay deposit.	\$0.00	November 1, 2014	December 1, 2014
7) The number of formal complaints and the number of informal complaints from applicants regarding the use of credit scoring or the requirement to pay a deposit based on the credit scoring program.	Illinois Gas Company does not utilize credit scoring to establish service	Illinois Gas Company does not utilize credit scoring to establish service	\$0.00	November 1, 2014	December 1, 2014
<b>Section 280.45 Deposits for Low Income Customers</b>					
a) A low income customer or applicant may be required to pay a deposit if the following conditions exist:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company continues to collect data for low income households.	\$0.00	November 1, 2014	June 1, 2015
1) The utility has proof that the applicant or customer benefitted from tampering.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company continues to collect data for low income households.	\$0.00	November 1, 2014	June 1, 2015
2) The applicant was previously disconnected for non-payment of bill amounts owing to the utility for the same class and type of service.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company continues to collect data for low income households.	\$0.00	November 1, 2014	June 1, 2015
b) With the following exceptions, all provisions of Section 280.40 shall apply equally to low income customers.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company continues to collect data for low income households.	\$0.00	November 1, 2014	June 1, 2015
1) Credit scoring: A utility shall not assess a low income customer a deposit based upon credit scoring. Credit scoring deposits shall be returned to the customer upon certification as a low income customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company continues to collect data for low income households.	\$0.00	November 1, 2014	June 1, 2015

2) Late payments and past due over 30 days: A utility shall not assess a low income customer a deposit under Section 280.40(e)(1).	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company continues to collect data for low income households.	\$0.00	November 1, 2014	June 1, 2015
3) Unpaid final bill: A utility may assess a deposit for a low income applicant if the applicant failed to pay a final bill owing to the utility for the same class and type of service, and that final bill was greater than 20% of the average annual billing for the residential customers of the utility for the calendar year preceding the time of the application.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company continues to collect data for low income households.	\$0.00	November 1, 2014	June 1, 2015
4) Payment: A utility may require payment of 1/5 of an applicable deposit within a minimum of 12 days after the issue date of a deposit notice to a low income applicant or customer, with the remaining 4/5 to be paid in equal installments over the next four billing cycles.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company continues to collect data for low income households.	\$0.00	November 1, 2014	June 1, 2015
c) Deposits collected for any reason other than credit scoring prior to a customer's certification as a low income customer shall remain validly held by the utility until the customer meets the refund conditions found in Section 280.40.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company continues to collect data for low income households.	\$0.00	November 1, 2014	June 1, 2015
SUBPART D: REGULAR BILLING					
<b>Section 280.50 Billing</b>					
a) Intent: This Section establishes minimum billing content and billing disclosure requirements.	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
b) Billing Cycle: 1) Without prior authorization from the customer, a utility shall not bill a customer account for utility usage in advance.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

2) The utility shall bill the customer monthly unless both the customer and the utility have agreed to bi-monthly or quarterly billing.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) Bills to large, non-residential customers may be rendered more frequently than monthly when agreed to by the utility and customer. More frequent billing may be offered if the large, non-residential customer is subject to disconnection or payment of a deposit. The more frequent billing shall not extend more than six months, at which time monthly billing shall resume.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) Bill Content: Bills rendered to a retail customer for service, regardless of bill delivery method, shall be itemized to clearly show at least the following:	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
A) Customer name; B) Service address; C) Mailing address if different from service address; D) Account number; E) The date the bill was generated and sent to the customer; F) For accounts on a budget billing plan, the accrued debit or credit balance for the plan; G) The total amount owing on a payment arrangement, including the installment amounts due and the number of installments remaining to satisfy the arrangement, and that a late payment may result in	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
2) Contact information:					
A) The utility's toll free phone number and/or local phone number for customer inquiries and complaints;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015

B) The toll free telephone number for the Commission's Consumer Services Division and a statement indicating that the customer must contact the utility first before seeking assistance from the Commission's Consumer Services Division; and	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
C) The name and contact information for any supplier or other third parties authorized by the Commission to appear on the bill and with which the customer has contracted;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
3) Meter and rate classification information:					
A) The meter identification number;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
B) The previous and current meter readings and the corresponding dates of those readings;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
C) The number of days in the billing period;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015

D) The energy, natural gas or water used;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
E) The meter constant if applicable;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
F) The type of services rendered;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
G) A complete description of the service or rate classification under which the customer receives service;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
H) The type of reading that was used in the bill calculation (actual, estimate or customer reading); and	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015



D) For meters for which beginning and ending meter readings are used as billing determinants, the reading of the meter at the beginning and the reading of the meter at the end of the period for which the bill is rendered;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
4) Bills not based on metered usage: In the event that a bill is not based on usage derived from meter readings, the bill must indicate the period of time for which the bill is rendered, the type of service rendered, and a complete description of the service or rate classification under which the customer receives service;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
5) Itemization of billing amounts: The following components of the bill and the total amount shall be itemized and listed vertically for ease of reading:	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
A) The monthly customer charge or any portion of the charge;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
B) Any applicable demand charges;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015

C) Depending upon the type of utility service: i) Electricity: The cost of energy detailed by the energy used and price per unit of each change in the unit price; ii) Natural gas: The cost of gas determined by the number of therms used and the price per therm for each change in the unit price; iii) Water: The volume of water used and the price per gallon or cubic foot and the price for each change in the unit price;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
D) Depending upon the type of utility service: i) Electricity: Any applicable cost of fuel adjustment; ii) Natural gas: Any applicable cost of gas adjustment; iii) Water: Any applicable cost of purchased water;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
E) Any other applicable adjustments, including other charges not under categories of changes but relating to services, energy, gas, water, sewerage or other programs provided to customers;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
F) State tax;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
G) Municipal tax;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015

H) Infrastructure maintenance fee;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
I) Optional services listed separately;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
6) The bill due date;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
7) Definitions or explanations of any abbreviations and technical words used on the bill; and	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
8) For electric and gas utilities, the average use per day for the period over which the bill is rendered and for the comparable period one year earlier, and an indication of the difference in temperatures between the two periods.	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
d) Bill Delivery:					

1) Bills for utility service sent through the U.S. Mail shall be in envelopes to ensure privacy. Bills that are too large for enclosure in envelopes may be packaged and sent in boxes.	Illinois Gas Company currently utilizes Post Card Billing by US Mail Service	Company currently working on the development of full page statement. Will need to purchase new equipment and supplies.	\$17,000.00	November 3, 2014	June 1, 2015
2) If mailed bill envelopes are not postmarked, the utility shall maintain an alternative method of third party verification of the date of mailing. Records to verify each bill issuance or delivery shall be retained for two years.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) Customers may choose to have bills delivered by electronic means. The utility must have written confirmation, which may include written electronic acceptance, from the customer regarding this choice. Customers choosing this service must retain the right to have all notices, including disconnection notices as provided for in Subpart I, by U.S. Mail at any time.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) If bills are delivered or made available to customers by means other than U.S. Mail, the utility shall maintain a record to verify each bill delivery or issuance for two years.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Due Dates:					
1) Bills for residential customers shall be due a minimum of 21 days after the date they are sent to the customer, and bills for non-residential customers shall be due a minimum of 14 days after the date they are sent to the customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) If a bill is mailed from a state or location that does not border Illinois or if payment is received at a state or location that does not border Illinois, the due date shall be:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
A) Residential customer: a minimum of 23 days after the date the bill is sent to the customer; or	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

B) Non-residential customer: a minimum of 16 days after the date the bill is sent to the customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) If a bill is mailed from a state or location that does not border Illinois and is also received at a state or location that does not border Illinois, the due date shall be:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
A) Residential customer: a minimum of 25 days after the date the bill is sent to the customer; or	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
B) Non-residential customer: a minimum of 18 days after the date the bill is sent to the customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
f) Bill Transfers: When a customer has the same class and type of utility service at more than one location with the same utility, the utility shall not transfer a balance owing from one premises account to another until the customer has failed to pay the final bill rendered for that premises or the customer requests that the final balance be transferred directly to the other premises account. When transferring final balances from one premises account to another, the utility shall indicate on the bill the location where the amount due originated.	Illinois Gas Company currently complies with all parts with exception of indicate on the bill the location where the amount due originated.	Third party vendor is developing new full page statement. This will be incorporated with the new design.	Cost is inclusive of development of full page statement. \$2,800.00	November 1, 2014	June 1st, 2015
g) Each utility shall have an example of its bill form in its tariffs on file with the Commission and on its website.	Illinois Gas Company currently does not have or maintain a web site	Web Site Development and Design	\$20,000.00	December 1, 2014	May 1, 2016
<b>SUBPART E: PAYMENT</b>					
<b>Section 280.60 Payment</b>					
a) Intent: This Section describes the methods of payment for utility service; recording of payment receipt; determining lateness of payment; allocation of payment amounts to the customer's account; and limitations on payment methods for accounts on which returned payments have been made.					
b) Method of Payment:					

1) At a minimum, the utility shall provide detailed information about all methods of payments on the utility's website and in the customer information packet required in this Section.	Illinois Gas Company currently does not have or maintain a web site	Web Site Development and Design	\$20,000.00	December 1, 2014	May 1, 2016
2) The utility's bill to the customer shall advise the customer how to obtain information on the available payment methods. When contacted by a customer inquiring about making a payment, the utility's customer service personnel shall advise the customer of the available methods of payment, including the most expedient and least cost methods of available payment.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) When a utility determines that it will no longer accept a specific alternative method of payment, it shall provide advance notice to the affected customers.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) Late Payment:					
1) Payment is late when it has not been received by the utility within two days after the due date on the bill.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The date a payment or payment instrument is presented to or arrives at the utility or its agent/vendor is the date of payment receipt.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) A utility shall not wait until funds are transferred or posted to the utility bank account for purposes of determining payment receipt.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
d) Late Fees:					
1) If a utility elects to assess late fees, it shall file a tariff describing the late fees.	Illinois Gas Company Complies with all parts of this section	No change to current policy/tariff on file with the ICC.	\$0.00	November 1, 2014	December 1, 2014

2) Late fees shall not exceed 1.5% per month assessed towards any undisputed amounts remaining unpaid for more than two days after the due date on a bill.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) Late fees may be assessed on undisputed overdue budget installment amounts (not the accumulated uncollected budget plan payment balance) owing on a budget payment plan when there is an overall deficit credit balance in an account, as an alternative to termination of participation in the plan for late payment.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) A utility shall not continue to assess late fees on any final bill that has been outstanding for more than six months.	Illinois Gas Company currently deactivates finaled accounts.	Illinois Gas Company will work with Third Party Vendor on billing system setup to insure that no final bill will receive penalties after 6 months.	\$0.00	November 1, 2014	December 1, 2014
5) Late fees shall not be assessed on any amount billed that is not for utility service unless otherwise authorized by statute.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
6) Late fees for units of State government shall be assessed according to the State Prompt Payment Act [30 ILCS 540]. No late payment charges shall be assessed on the amounts owing on units of county and local government (including, but not limited to, townships, municipalities and school districts) until 45 days after the date of the issuance of the bill for utility service.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Returned Payments:					
1) Limiting: A utility shall not limit a customer from paying by any of the available methods acceptable to the utility unless the customer has provided one or more returned payments in the past 12 months, without an explanation from the customer's financial institution that the returned payment was not the customer's fault.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) Notice: A utility shall notify a customer when it will no longer accept a form of payment from the customer as a result of returned payment.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
<b>Section 280.65 Late Payment Fee Waiver for Low Income Customers</b>					

a) Waiver: A low income customer shall not be assessed late payment fees while he or she is qualified as a low income customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	\$0.00	November 1, 2014	June 1, 2015
b) New Qualification: When a customer is qualified as a low income customer, the utility shall not be obliged to waive late fees that were assessed prior to qualification.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	\$0.00	November 1, 2014	June 1, 2015
c) Expiration of Qualification: If a customer is not re-qualified as a low income customer, then the utility may begin assessing late fees on past due amounts. However, late fees shall not be assessed retroactively on bills issued during the time period when the customer was qualified as a low income customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	\$0.00	November 1, 2014	June 1, 2015
<b>Section 280.70 Preferred Payment Date</b>					
a) Intent: An eligible residential customer who is billed monthly and who can demonstrate that his or her primary source of income is derived from a benefit that is received during the 10 day period after the customer's regular due date shall be entitled to a preferred payment date to enable the customer to submit timely payments.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
b) Notification: When a customer pays late two times in a 12 month period, the utility shall notify the customer of the availability of a preferred payment date. The utility shall make a record on the customer's account of the notification, and notification shall be made by any of the following methods:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company will place a note on the customers account.	\$0.00	November 1, 2014	December 1, 2014
1) Message included in the customer's bill;					
2) Separate written communication; or					
3) Verbal communication.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) Eligibility: Residential customers shall be eligible for a preferred payment date if they are included in any one of the following:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014



1) Customers receiving Temporary Assistance for Needy Families (TANF) or Aid to the Aged, Blind and Disabled (AABD);	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) Customers receiving benefits from General Assistance or Supplemental Security Income;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) Customers receiving income from Social Security benefits or Veterans benefits; or	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) Customers receiving unemployment compensation benefits.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
d) Options: The utility shall inform an eligible customer of the following options from which the customer may choose:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) Enter into a budget payment plan with a preferred payment date that is not more than 10 days after the customer's regular billing date and is agreed upon by the customer and the company; or	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) Establish a preferred payment date that shall not be more than 10 days after the customer's regular billing date.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Removal: If the customer fails to pay on or before the preferred payment date more than four times in a 12 month period, the utility may remove the customer's account from the preferred payment date and return the customer to the regular bill due date. After the removal of a customer, the utility shall not be obliged to offer the preferred payment date to that same customer for a period of 12 months.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

<b>Section 280.80 Budget Payment Plan</b>					
a) Intent: This Section provides a process to equalize payments for utility service, based upon the customer's average bill instead of the actual fluctuating amount for each separate billing period.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
b) Applicability: The requirements of this Section shall apply to residential customers and small business customers. Nothing shall prevent a utility from offering a budget payment plan to non-residential customers that are not small businesses.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) Eligibility:					
1) No past due amount owing: A customer whose account balance is current may enroll in a budget payment plan at any time of the year.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) Past due: In order to establish eligibility for a budget payment plan, a customer owing a past due amount must either pay the entire past due amount or enter into a DPA with the utility to retire the past due debt.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
d) Offering: The utility shall inform its customers of the availability of its budget payment plan and encourage its use.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Enrollment: Upon inquiry from the customer, the utility shall calculate and advise the customer what the projected budget payment plan amount will be for the customer's account. If the customer accepts the offer to enroll in budget billing, the utility shall begin the plan for that account.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
f) Bill Itemization: In addition to the regular billing requirements of Section 280.50, the bill statement for an account enrolled in the budget payment plan shall contain separate line items for:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

1) The budget payment amount; and	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The amount of the accrued credit or shortfall.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
g) Periodic Adjustments:					
1) If the customer's usage and regular billing changes so that the budget payment plan will not be successful if left at its current level, the utility shall review and adjust the budget payment plan amount.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) If the budget payment plan amount must be altered, the utility shall notify the customer of the change in writing. Notification may be included with the bill statement or by separate delivery.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
h) Reconciliation: Unless another time frame is requested by the customer in writing, utilities shall review each budget plan at least once between the 4th and the 7th month of the term of the plan to ensure that significant shortfalls or credits do not accrue. If a customer's budget payment plan shortfall or credit becomes so large as to necessitate a reconciliation, the utility shall:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) In the case of a shortfall, offer the customer the option to pay off the shortfall or have the budget amount adjusted to accommodate the shortfall; or	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) In the case of a credit, offer the customer the option of a refund or have the budget amount adjusted to accommodate the credit balance.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

i) Late Payments: No late payments charge shall be assessed on a budget payment plan unless there is an overall budget deficit balance in an account when the late payment occurs. The late payment charge shall be computed on the late installment only, not on the accumulated budget deficit in the account.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
j) Transfer of Service: When a customer on a budget payment plan informs the utility that the customer will be transferring service with that utility from the current location to a new location served by the same utility, the utility shall advise the customer what the projected budget payment plan amount will be at the new location and that the customer may choose to either remain on the budget payment plan at the new location or cancel the plan.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
k) Cancellation:					
1) A customer may cancel a budget payment plan at any time.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) A utility may cancel a customer's budget payment plan when the customer either submits a payment that is less than the full budget payment plan amount or the customer's payment is 21 days in arrears. Late fees may be assessed on undisputed budget installment amounts owing on a budget payment plan as an alternative to termination of participation in the plan.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) Any shortfall amount owing to the utility at the time of cancellation shall be included and payable as current charges on the next bill statement.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) Any credit amount owing to the customer at the time of cancellation shall appear as a credit on the next bill statement. After the issuance of that bill statement, Section 280.110 shall apply to the credit balance.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
<b>SUBPART F: IRREGULAR BILLING</b>					
<b>Section 280.90 Estimated Bills</b>					
a) Intent: This Section describes the utility's responsibilities to obtain actual readings of the customer's meter and the process by which a utility may issue an estimated bill to a customer when the utility is unable to obtain an actual reading or a customer reading.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
b) Utility Meter Reading:					

1) A utility shall perform an actual reading of a customer's meter at least every second billing period unless the utility's attempt to do so is prevented.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) A utility shall perform an actual reading of a customer's meter every billing period if that meter is equipped with a remote reading device, unless the utility effort to do so is prevented.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) When the utility's attempt to read the meter fails, it shall record the date, time of day, utility personnel involved, and reason for the failure. The record shall be retained for a period of two years. In addition, its field representative making the visit to read the meter shall leave a door tag at the premises. The door tag shall indicate when the utility representative was there and provide the utility's contact information for the customer to set up an appointment with the utility to gain access to the meter. If the customer's meter is equipped with a remote reading device to obtain a reading without the presence of field personnel on the customer's property, then the utility may mail or use other means to deliver written notification (may include electronic written notification to customers who have elected electronic billing methods) of the failed reading to the customer in lieu of leaving a door hanger. The utility may contact a customer by telephone to provide notice of a failed reading, provided that written notification must be sent if the utility fails to reach the customer directly or successfully leave a voice message.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) A reading provided by a remote reading system or device shall be considered an actual reading.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
5) A reading provided by a Commission certified meter service provider in compliance with the utility's tariff shall be considered an actual reading.	Illinois Gas Company utilizes its own personnel and does not use a third party.	Illinois Gas Company utilizes its own personnel and does not use a third party.	\$0.00	November 1, 2014	December 1, 2014
6) If a utility issues two consecutive estimated bills to a customer, the utility shall contact the customer to resolve the reason for the consecutive estimated bills, so that the utility may obtain an actual reading of the meter or a customer reading. If the utility is unable to contact the customer, it shall send a letter advising the customer of the utility's need for contact on the matter. The utility shall make a record of each effort to contact the customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) Customer Meter Reading:					

1) A customer reading of the meter provided to the utility shall satisfy the actual reading requirement in subsection (b)(1). However, a utility shall not require a customer to provide customer readings when the customer can provide access to the meter for utility personnel.	Illinois Gas Company utilizes its own personnel. Not Applicable	Illinois Gas Company utilizes its own personnel.	\$0.00	November 1, 2014	December 1, 2014
2) After six consecutive months of customer provided readings, a utility shall take an actual reading of the meter in accordance with subsections (b)(1) and (2).	Illinois Gas Company utilizes its own personnel. Not Applicable	Illinois Gas Company utilizes its own personnel.	\$0.00	November 1, 2014	December 1, 2014
d) Meter Readings for Beginning and Ending Service: Unless a utility has taken an actual reading of the meter within the past 60 days, it shall take an actual reading of the meter as prescribed in this subsection (d). The utility may satisfy the requirements of this subsection (d) on the day before or the day after the beginning or ending date if that date falls upon a non-business day of the utility.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) On the beginning date of service for a new customer, so long as the new customer has provided the utility with at least five days advance notice of the start date, and so long as the customer provides the utility with access to the meter;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) On the ending date of service for a customer who is stopping service, so long as the customer has provided the utility with at least five days advance notice of the end date, and so long as the customer provides the utility with access to the meter.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Estimated Bill Formula: A utility's formula for estimating customer meter readings shall be filed in the utility's tariff. f) Bill Labeling:	Illinois Gas Company formula is one in which an estimated reading is done using historical data for the three previous years for the same time period divided by three.	Illinois Gas Company will file a tariff reflecting the information contained in column B.	\$0.00	November 1, 2014	June 1, 2015
1) A bill based upon an estimated reading shall indicate that it is an estimated bill and that the meter reading figure is an estimated reading.	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015

2) A bill based upon an actual reading shall indicate that the meter reading figure is an actual reading.	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
3) A bill based upon a customer reading shall indicate that the meter reading figure is a customer reading.	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
g) Unless the utility's attempt to access the meter has been prevented, as described in subsection (b)(3), the utility shall not disconnect a customer for non-payment of two or more consecutively estimated bills until the utility takes an actual reading of the meter to verify the accuracy of the billing.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	November 1, 2014
<b>Section 280.100 Previously Unbilled Service</b>					
a) Intent: This Section provides for the billing and payment of previously unbilled service caused by errors in measuring or calculating a customer's bills.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
b) Time Limits:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) Bills for any utility service, including previously unbilled service, supplied to a residential customer shall be issued to the customer within 12 months after the provision of that service to the customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

2) Bills for any utility service, including previously unbilled service, supplied to a non-residential customer shall be issued to the customer within 24 months after the provision of that service to the customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) The time limits of subsections (b)(1) and (2) shall not apply to previously unbilled service attributed to tampering, theft of service, fraud or the customer preventing the utility's recorded efforts to obtain an accurate reading of the meter.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) No utility shall intentionally delay billing beyond the normal bill cycle.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) Itemization: Any amount attributed to previously unbilled service shall be labeled as such on the customer's bill and include the beginning and ending dates for the period during which the previously unbilled amount accrued.	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
d) Calculation: For previously unbilled service accrued over a period of time when the rates for service have varied, the utility shall issue the makeup billing amount calculated on a prorated basis to reflect the varying rates.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Payment:					
1) If a utility issues a makeup bill for previously unbilled service, it shall offer the customer a special payment arrangement to retire the amount by periodic payments, without interest or late fees, over a time equal to the amount of time for the delay in billing.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The special payment arrangement does not exhaust a customer's right to a DPA or medical payment arrangement (MPA), provided however, that neither the special payment arrangement nor the DPA nor the MPA may be used simultaneously unless it is agreed to by both the utility and the customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014



3) Late fees may be assessed on any installment amount on the special payment arrangement that is unpaid after two days beyond the due date on the bill containing that installment.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
SUBPART G: REFUNDS AND CREDITS					
<b>Section 280.110 Refunds and Credits</b>					
a) Intent: This Section describes the procedures for customers to receive credits and refunds for overpayments and overcharges for utility service.					
b) Billing Time Period for Refunds and Credits Due to Overcharges Resulting from Utility Error:					
1) A utility shall issue a refund or credit to a customer's account for the full period of time during which an overcharge occurred, so long as either the utility or the customer has retained billing records that would allow determining a refund or credit.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) A utility shall retain billing records and ledgers that would allow determining a refund or credit for a minimum of two years from the current date.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) A utility shall not be obliged to issue to a customer a refund or credit that extends into a time period during which that customer was not the customer of record. Exceptions may be made when the utility issues a refund or credit as a result of a Commission order.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) Overpayment without Utility Error:					
1) If the overpayment is the result of the customer paying more than the amount due on the bill, then the overpayment shall be noted on the customer's next bill statement, itemized to indicate the credit balance.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) If the customer requests that the money overpaid be refunded to him/her, then the utility shall be obliged to do so as long as the overpayment credit amount exceeds 25% of the customer's average monthly bill. The refund shall be made within 10 business days after the utility confirms that it has received the money involved with the overpayment.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

3) This subsection (c) shall not apply to any overpayment that results from payment on the customer's account by a State or federal assistance agency. Any such overpayment or credit on the customer's account shall be handled in the manner specified by the State or federal agency.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
d) Interest on Refunds and Credits: All refunds and credits due to utility billing error shall be accompanied with interest calculated at the rates set by the Commission for customer deposits (see Section 280.40(g)). Interest shall accumulate starting 30 days after the date the actual money comprising the overpayment is received by the utility until the date the utility issues a refund or credit to the customer's account. Credit balances accumulated on active budget payment plans shall not be subject to interest under this subsection unless the budget payment plan is cancelled while a credit balance remains. Interest shall accumulate from the date of the budget payment plan cancellation until the credit is refunded or consumed by future billing.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Itemization of Overcharges: All credits and refunds resulting from overcharges shall be accompanied by an itemization describing the reason for the credit or refund to the customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
f) Credit to Bill Statement or Direct Refund to Customer:					
1) Regular billing: For active service or transfer of service accounts, the utility shall either issue a credit to the account or, if the customer requests it at any time, make a direct refund to the customer so long as the credit balance exceeds 25% of the customer's average monthly bill.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) Final bills: When the credit amount exceeds the total amount due on a customer's final bill, the utility shall issue a direct refund to the customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) Exemptions from refunds: A utility shall not be obliged to issue a refund to a customer for a credit balance accrued as the result of Commission approved billing programs or rates that specifically disallow the issuance of refunds, or when the customer owes the utility a past due amount for the same class and type of service at another location.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
g) Time Limit to File Complaint:					
1) Excessive or unjust charges: All complaints for the recovery of damages shall be filed with the Commission within 2 years from the time the produce, commodity or service as to which complaint is made was furnished or performed. [220 ILCS 5/9-252]	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

2) Refunds for overcharges: When a customer pays a bill as submitted by a public utility and the billing is later found to be incorrect due to an error either in charging more than the published rate or in measuring the quantity or volume of service provided, the utility shall refund the overcharge with interest from the date of overpayment at the legal rate or at a rate prescribed by the Commission (see Section 280.40(g)). Refunds and interest for such overcharges may be paid by the utility without the need for a hearing and order of the Commission. Any complaint relating to an incorrect billing must be filed with the Commission no more than 2 years after the date the customer first has knowledge of the incorrect billing. [220 ILCS 5/9-252.1]	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
SUBPART H: PAYMENT ARRANGEMENTS					
Section 280.120 Deferred Payment Arrangements					
a) Intent: Payment arrangements shall be structured and administered to maximize the successful retirement of past due utility service amounts owing to the utility while allowing the customer to retain active utility service.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
b) Eligibility:					
1) Mandatory offering by the utility: A residential customer owing a past due amount for utility service shall be eligible for a deferred payment arrangement so long as the customer has not failed to complete a previous DPA in the past 12 months.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
A) At any time a customer's account balance owing is brought to current status, the utility shall consider all previous DPAs completed.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
B) A customer who is eligible for a DPA under this subsection (b) shall remain fully eligible until utility service is disconnected.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) Optional offering by the utility:					
A) At the utility's discretion, an applicant owing a past due amount for utility service may enter a DPA to retire the debt.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

B) At the utility's discretion, a non-residential customer owing a past due amount for utility service may enter a DPA to retire the debt.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
C) At the utility's discretion, a residential customer owing a past due amount for service, but who is not automatically eligible for a DPA under subsection (b)(1), may enter into a DPA to retire the debt.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) Amounts Included in DPA: The DPA shall only include amounts owing for utility service for which the utility would otherwise be entitled to disconnect the customer's service after proper notice if the customer was not on the DPA. DPA default shall not occur as a result of failure to pay non-utility service charges.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
d) Transfer: When a customer transfers service, an existing DPA established at the old premises shall transfer with the customer to the new premises. A utility may be allowed to start an entirely new DPA at the new premises to accommodate its billing systems programming so long as the "new" DPA is identical to the previous DPA.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Bill Itemization:					
1) Each bill rendered to a customer who has established a DPA with the utility and has not defaulted shall include the following information:	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
A) The total balance remaining on the DPA;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015

B) The amount of the installment;	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
C) The number of remaining installments on the DPA; and	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
D) A statement explaining that:	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
i) a late or partial payment may result in the cancellation of the DPA, causing the total deferred amount and current charges to become immediately due in full; and	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
ii) non-payment of the full amount due may result in disconnection.	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015

2) If a DPA defaults and is not reinstated prior to the next bill statement, the utility shall notify the customer of the default by at least one of the following methods:	Illinois Gas Company currently utilizes post card billing.	Company is working with third party vendor on the development of a full page statement to incorporate the required changes. Once complete a tariff will be filed with the commission for final approval.	Cost is inclusive of development of full page statement. \$2,800.00	November 3, 2014	June 1, 2015
A) A message on the next bill statement stating the amount required to reinstate the DPA if paid in full by a specific date and that a later payment may result in additional charges or the cancellation of the DPA ; or	Illinois Gas Company will utilize a separate written notice.	Illinois Gas Company will develop a letter to be sent to the customer.	\$0.00	November 1, 2014	December 1, 2014
B) A separate written notice stating the amount required to reinstate the DPA if paid in full by a certain date and that a later payment may result in additional charges or the cancellation of the DPA; or	Illinois Gas Company will utilize a separate written notice.	Illinois Gas Company will develop a letter to be sent to the customer.	\$0.00	November 1, 2014	December 1, 2014
C) A live phone call to the customer. The utility shall make a record of the date, time of day and utility personnel involved in the phone call, and retain the record for two years. If the utility is unable to speak with the customer directly, it shall provide either a message on the next bill statement or separate written notice of default in accordance with subsection (e)(2)(A) or (B).	Illinois Gas Company if using this available option.	Illinois Gas Company in the event that a phone option is used a notification on the customer account will be utilized.	\$0.00	November 1, 2014	December 1, 2014
f) Down Payment:					
1) In order to initiate a DPA, the customer must pay a minimum of 25% of the past due amount for utility service.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) By agreement with the customer, the utility may include current billing amounts with the past due amount as the total balance from which the 25% down payment may be calculated.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) At the utility's discretion, the down payment amount may be decreased.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
g) Length of DPA:					

1) The amount of time negotiated with the customer for the completion of the DPA shall be set between 4 to 12 billing cycles, with the utility having the discretion to agree to more than 12 billing cycles for completion of the DPA.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) In determining the length of time to offer, the utility shall take into account the ability of the customer to successfully complete the DPA.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) If a residential customer's household income will not allow the customer to successfully complete a DPA of any length, the utility shall advise the customer of the availability of local assisting agencies.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
h) Installments:					
1) The installments shall be equal amounts, unless unequal amounts are established by agreement with the customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The installments shall be due at the same time as the regular bill due dates.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
i) Default:					
1) A utility may consider a DPA in default when a customer fails to pay the full amount of the installment and the current bill by the second day after the bill due date.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The utility may resume collection activity after a DPA defaults, including delivery of a disconnection notice and subsequent disconnection of the service unless the customer pays the full amount past due or pays the reinstatement amount and any applicable reinstatement fee in order to resume the DPA.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
j) Reinstatement:					

1) A utility is not obliged to reinstate a defaulted DPA once it has disconnected service to the customer for nonpayment.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) A customer may reinstate a previously defaulted DPA by paying the required amount of the DPA installments owing up to that date, including all past due bills that were not included in the original DPA amount. The default notice shall state that DPA reinstatement is possible for a stated amount if paid in full by a certain date and that reinstatement subsequent to that date may include additional charges.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) The utility shall not assess a reinstatement fee for the first reinstatement of a defaulted DPA.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) For each subsequent default after the first, in addition to paying the amounts required under subsection (j)(2), the customer shall pay a reinstatement fee if the utility has filed a tariff establishing a reinstatement fee.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
k) Renegotiation:					
1) A customer whose financial conditions change during the course of a DPA shall be allowed to renegotiate the length of the DPA with the utility to ensure its successful completion.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) One renegotiation is allowed during the course of a DPA, so long as: A) The customer is willing to discuss the customer's financial circumstances; B) The customer has at least made the down payment on the original DPA; and C) The DPA is not currently in default status.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) Through renegotiation, the utility shall not be obliged to extend the term of the DPA any longer than 4 to 12 additional billing cycles beyond the original term of the DPA; provided, however, that the utility and customer may renegotiate the DPA for a longer term if both parties agree.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014



4) Renegotiation does not preclude a customer's right to reinstate a defaulted DPA prior to disconnection.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
l) Overlapping Arrangements: Multiple arrangements of any type under this Section shall not be employed simultaneously without the consent of both the utility and the customer. However, the utility shall not maintain an otherwise defaulted arrangement to prevent a customer from using another type of payment arrangement for which the customer is eligible.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
m) Eligibility for Winter DPA: A customer's right to establish a winter DPA under Section 280.135 shall be unaffected by any default on a DPA under this Section.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
<b>Section 280.125 Deferred Payment Arrangements for Low Income Customers</b>					
a) Intent: To enable low income customers to better retain essential utility services, a low income customer shall be eligible for all the provisions described in Section 280.120 from April 1 through November 30. In addition, a low income customer shall be entitled to the altered provisions described in this Section.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	\$0.00	November 1, 2014	June 1, 2015
b) Down Payment:					
1) In order to initiate a DPA, a utility may require a maximum down payment of 20% towards the past due amounts for utility service.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	\$0.00	November 1, 2014	June 1, 2015
2) By agreement with the customer, the utility may include current billing amounts with the past due amount as the total balance from which the 20% down payment may be calculated.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	\$0.00	November 1, 2014	June 1, 2015
c) Length of DPA Term:					
1) The amount of time offered to a low income customer for the completion of a DPA shall be set by the utility at 6 to 12 billing cycles.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	\$0.00	November 1, 2014	June 1, 2015

2) At its discretion, the utility may set the term for a period longer than 12 months.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	\$0.00	November 1, 2014	June 1, 2015
d) Reinstatement Fee Waiver: A utility shall not assess a reinstatement fee for any reinstatement of a DPA by a low income customer.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	\$0.00	November 1, 2014	June 1, 2015
e) Amended DPA:					
1) A utility shall offer an amended DPA to a low income customer who is in default on a first DPA if the customer has made at least two consecutive full payments under the first DPA and the customer has not been in default on the first DPA for more than 90 days.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	\$0.00	November 1, 2014	June 1, 2015
2) The amended DPA shall be for the same term or longer than the term of the first DPA.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	\$0.00	November 1, 2014	June 1, 2015
3) As a condition of entering the amended DPA, the utility may require the customer to participate in the payment option described in Section 280.80.	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	Illinois Gas Company has implemented procedures to become compliant. Illinois Gas Company is working on identifying the low income customers	\$0.00	November 1, 2014	June 1, 2015
<b>SUBPART I: DISCONNECTION</b>					
<b>Section 280.130 Disconnection of Service</b>					
a) Intent: The purpose of this Section is to provide adequate notice and reason for disconnection; allow for the customer to remedy the problem and avoid disconnection; create an expectation to act upon notice by a utility when a customer does not remedy the problem; and set prohibitions and limits on disconnection under certain circumstances.					

b) Allowable Reasons for Disconnection: 1) Non-payment of past due bill for the same class and type of utility service; 2) Non-payment of valid utility service deposit owing on account; 3) Non-payment of a deposit owing as result of utility evidence of a problem described in Section 280.210; 4) Failure to provide access in multi-meter premises to utility facilities after attempts by the utility to gain access as described in Section 280.140; 5) Failure to provide access to utility facilities after four attempts (two attempts if in order to meet regulatory requirements) by the utility to gain access to a single customer premises, provided that the utility must comply with the same notification and record keeping requirements as in Section 280.140 (c)(1), (2) and (3); 6) Occupant usage without a valid customer of record; 7) Theft of service and/or tampering; 8) Non-compliance with any rules of the utility on file with the Commission for which the utility is authorized by tariff to disconnect service in the event of non-compliance; 9) Non-compliance with an order of the Commission; 10) Unsafe conditions; or 11) Cooperation with civil authorities.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) Non-deniable Charges: The following shall not constitute valid reasons for disconnection of regulated utility services:					
1) Charges for non-utility services, unless otherwise authorized by Illinois statute; 2) Charges for another class (residential or non-residential) of utility service; 3) Charges for another type (gas, electric, water or sewer, unless water and sewer utility service are provided by the same utility) of utility service; 4) Charges for equipment or merchandise unless otherwise authorized by statute; or 5) Charges currently in dispute under Section 280.220 or Section 280.230.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
d) Disconnection Notice Content: Utility disconnection notices shall conform with Appendices A, B and D and shall include at least:	Illinois Gas Company is in Compliance with Appendices B and D. Exception is Appendices A	Illinois Gas Company upon completion of use of current custom forms will institute new Appendices A with next order.	\$0.00	November 1, 2014	June 1, 2015
1) Date issued; 2) Effective date; 3) Reason for disconnection; 4) Options for the customer to prevent disconnection; 5) Contact information for the utility; 6) Contact information for the Commission's Consumer Services Division; and 7) Medical certification process and customer bill of rights in Appendix B.	Illinois Gas Company is in Compliance with Appendices B and D. Exception is Appendices A	Illinois Gas Company upon completion of use of current custom forms will institute new Appendices A with next order.	\$0.00	November 1, 2014	June 1, 2015
e) Method of Disconnection Notice Delivery:					
1) All utility disconnection notices shall be sent separately from any other mailing to the customer. 2) The notice shall be sent by U.S. Mail or hand delivered. 3) The utility shall record the date the notice is sent or delivered and retain that record for two years. 4) If the utility and customer have agreed to electronic communications, a utility shall submit a duplicate notice to the customer electronically as long as it has also mailed or hand delivered a paper version of the notice to the customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

f) Third Party Notice: A customer may designate, by written request to the utility, that a third party will be sent or delivered a duplicate notice whenever a disconnection notice is sent or delivered to the customer. The utility will send or deliver any third party notice at the same time as the notice is sent or delivered to the customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
g) Timing of Notice:					
1) When notice shall be sent: A utility shall not send or deliver a disconnection notice until after one of the reasons described in subsection (b) occurs. 2) Effective date: The utility shall not disconnect service until at least 10 days after the sending or delivery of the notice to the customer. 3) Duration of notice: The notice shall remain effective for 45 days after it is sent or delivered. 4) Overlapping notices: A utility may send or deliver a new notice prior to the expiration of a previous notice. The customer shall be entitled to the remedies offered in the previous notice until the effective date of the new notice. 5) The customer's regular monthly bill shall not be considered a new disconnection notice or operate to extend the due date of a previously issued disconnection notice.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
h) Exemptions to Notice Requirements: Disconnection notices substantially in the form of Appendix A shall be required prior to all disconnections of service, except in cases of:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) Occupant usage without a customer of record, provided that the utility shall refer to subsection (i) for special provisions related to occupant usage; 2) Theft of service and/or tampering; 3) Unsafe conditions; 4) Cooperation with civil authorities; 5) Outages and maintenance work; or 6) The current customer has requested the service be disconnected. i) Warning Letter Required Instead of Appendix A (Disconnection Notice for Occupant Usage without Valid Customer):	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) When the utility has left the service on at a premises and there is usage without a customer of record, it shall send or deliver a warning letter to the premises address, containing the utility's toll free contact information, advising that an applicant must contact the utility to become a new customer or the service will have to be disconnected after 10 days.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) If the utility has contact information for the landlord or property manager of the premises, a duplicate warning letter shall be sent or delivered to that person at the same time as the warning letter to the premises.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

3) If there is no response within 10 days after the sending of the warning letter, the utility shall have the right to disconnect the service.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) The utility shall not be obliged to send a warning letter to a premises when it disconnects service within 10 days after the date that the current customer requests as the date the utility will shut off and end that customer's service.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
j) Warning Call to Residential and Master-Metered Customers:					
1) Unless the customer has no phone number on record, the utility shall provide a warning call to the customer a minimum of 48 hours prior to the scheduled disconnection.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The warning call may be live or automated, and it shall advise the customer of the utility's intent to disconnect the service. A second call shall be required 24 hours prior to the schedule disconnection if the first call does not reach a person or an answering machine.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) The warning call shall provide the customer with the toll free or local phone numbers that the customer may use to contact the utility to discuss the situation.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) The utility shall make a record of the date and time of day of, and its success or failure in reaching the customer through, the warning call. It shall retain the record for two years.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
k) Obligation to Act:					
1) When a utility has sent or hand delivered four consecutive disconnection notices to the same customer for the same unremedied reason for disconnection under subsection (b), it shall not send a fifth notice of disconnection for the same unremedied reason unless its effort to disconnect the service has failed. Such failure shall include any temporary moratoriums that would prevent the utility from attempting to disconnect service during the effective period of the disconnection notice.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

2) If the utility's effort to disconnect the service fails, the utility shall record the date, time of day, utility personnel involved and a description of the reason for the failure. It shall retain this record for two years.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) Time of Day and Day of the Week Prohibitions and Limits: Except for matters of safety, emergency maintenance and cooperation with civil authorities, a utility shall comply with the following prohibitions and limits upon disconnection:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) Non-business hours prohibition: A utility shall not disconnect a customer within one hour before or at any time during which it does not have its customer service personnel available to handle the customer's contact.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) Weekday afternoon limits: A utility shall not disconnect a customer after 4:00 PM on Monday through Thursday unless the utility is prepared to take the customer's payment and reconnect the customer that same day if the customer remedies the reason for the disconnection.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) Friday limits: A utility shall not disconnect a residential customer after noon on Friday or a non-residential customer after 4:00 PM on Friday, unless it is prepared to take the customer's payment and reconnect the customer that same day if the customer remedies the reason for the disconnection.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) Weekend limits: A utility shall not disconnect a customer on Saturday or Sunday unless it is prepared to take the customer's payment and reconnect the customer that same day if the customer remedies the reason for the disconnection.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
5) Holiday limits: A utility shall not disconnect a customer on a State of Illinois or utility holiday, or after noon on any day preceding a State of Illinois or utility holiday, unless the utility is prepared to take the customer's payment and reconnect the customer that same day if the customer remedies the reason for the disconnection.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
m) Medical Certification: A utility shall not disconnect service to a residence for 60 days upon receipt of a valid medical certificate for a resident of the household, so long as the account is eligible for medical certification under Section 280.160.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

n) Temperature Prohibitions:					
1) Cold weather: Termination of gas and electric utility service to all residential users, including all tenants of apartment buildings where gas or electricity is used as the only source of space heating or to control or operate the only space heating equipment, is prohibited:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
A) On any day when the National Weather Service forecast for the following 24 hours covering the area of the utility in which the residence or master-metered apartment building is located includes a forecast that the temperature will be 32 degrees Fahrenheit or below; or	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
B) On any day preceding a holiday or weekend when the National Weather Service forecast covering the area of the utility in which the residence or master-metered apartment building is located includes a forecast that the temperature will be 32 degrees Fahrenheit or below at any time during the holiday or weekend. [220 ILCS 5/8-205(a)]	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) Hot weather: If gas or electricity is used as the only source of space cooling or to control or operate the only space cooling equipment at a residence or master-metered apartment building, then a utility with over 100,000 residential customers may not terminate gas or electric utility service to the residential user, including all tenants of master-metered apartment buildings:	Illinois Gas Company does not serve more than 100,000 customers. Therefore this section is not applicable.	Illinois Gas Company does not serve more than 100,000 customers. Therefore this section is not applicable.	\$0.00	November 1, 2014	December 1, 2014
A) On any day when the National Weather Service forecast for the following 24 hours covering the area of the utility in which the residence or master-metered apartment building is located includes a forecast that the temperature will be 95 degrees Fahrenheit or above; or	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
B) On any day preceding a holiday or weekend when the National Weather Service forecast covering the area of the utility in which the residence or master-metered apartment building is located includes a forecast that the temperature will be 95 degrees Fahrenheit or above at any time during the holiday or weekend. [220 ILCS 5/8-205(b)]	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
o) Energy Act of 1989 Participants (Low Income Customers) Winter Disconnection Prohibition: Notwithstanding any other provision of this Part, no electric or gas public utility shall disconnect service to any residential customer who is a participant under Section 6 of the Energy Assistance Act of 1989 [305 ILCS 20/6] for nonpayment of a bill or deposit where gas or electricity is used to control or operate the primary source of space heating equipment at the premises during the period of time from December 1 and including March 31 of the immediately succeeding calendar year. [220 ILCS 5/8-206(k)]	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

p) Electric Space-Heating Customer Winter Disconnection Prohibition: A utility that served more than 100,000 electric customers in Illinois as of December 31, 2005 shall not terminate electric service to a residential space heating customer for non-payment from December 1 through March 31. [220 ILCS 5/16-111.6]	Not Applicable/Illinois Gas Company is a natural gas company only.	Not Applicable/Illinois Gas Company is a natural gas company only.	\$0.00	November 1, 2014	December 1, 2014
q) Military Personnel on Active Duty Disconnection Prohibition: No utility shall for nonpayment stop gas or electricity from entering the residential premises that was the primary residence of a service member immediately before the service member was assigned to military service. [220 ILCS 5/8-201.5(b)]	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
r) Service Member or Veteran Disconnection Prohibition: No electric or gas public utility shall disconnect service to any residential customer who has notified the utility that he or she is a service member or veteran for nonpayment of a bill or deposit where gas or electricity is used as the primary source of space heating or is used to control or operate the primary source of space heating equipment at the premises during the period of time from December 1 through and including March 31 of the immediately succeeding calendar year. [220 ILCS 5/8-206(l)]	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
<b>Section 280.135 Winter Disconnection of Residential Heating Services, December 1 through March 31</b>					
a) Notwithstanding any other provision of this Part, no electric or gas public utility shall disconnect service to any residential customer or master-metered apartment building for nonpayment of a bill or deposit where gas or electricity is used as the primary source of space heating equipment at the premises during the period of time from December 1 through and including March 31 of the immediately succeeding calendar year, unless:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) The utility:					
A) Has offered the customer a winter deferred payment arrangement (winter DPA) allowing for payment of past due amounts over a period of not less than four months not to extend beyond the following November and the option to enter into a budget payment plan for the payment of future bills. The maximum down payment requirements shall not exceed 10 percent of the amount past due and owing at the time of entering into the agreement; and	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
B) provides the customer with the names, addresses and telephone numbers of governmental and private agencies which may provide assistance to customers of public utilities in paying their utility bills; the utility must obtain the approval of an agency before placing the name of that agency on any list used to provide the information to customers;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The customer has refused or failed to enter into a winter DPA as described in subsection (a)(1)(A); and	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014



3) All disconnection notice requirements as provided by law and this Part have been met by the utility.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
b) Prior to termination of service for any residential customer or master-metered apartment building during the period from December 1 through and including March 31 of the immediately succeeding calendar year, all electric and gas public utilities shall, in addition to all other notices:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) Notify the customer or an adult (a person over the age of 18) residing at the customer's premises either by telephone, a personal visit to the customer's premises or by first class mail, informing the customer that:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
A) The customer's account is in arrears and the customer's service is subject to disconnection for nonpayment of a bill;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
B) The customer can avoid disconnection of service by entering into a deferred payment agreement to pay past due amounts over a period not to extend beyond the following November and the customer has the option to enter into a budget payment plan for the payment of future bills; and	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
C) The customer may apply for any available assistance to aid in the payment of utility bills from any governmental or private agencies from the list of the agencies provided to the customer by the utility.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) A public utility shall be required to make only one contact required in subsection (b)(1) with the customer during any period from December 1 through and including March 31 of the immediately succeeding calendar year.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

3) Each public utility shall maintain records which shall include, but not necessarily be limited to, the manner by which the customer was notified and the time, date and manner by which any prior unsuccessful efforts to contact the customer were made. These records shall also describe the terms of the DPA offered to the customer and those entered into by the utility and the customer. These records shall indicate the total amount past due, the down payment, the amount remaining to be paid and the number of months allowed to pay the outstanding balance. No public utility shall be required to retain records pertaining to unsuccessful efforts to contact or DPAs rejected by the customer after the customer has entered into a DPA with the utility.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) No public utility shall disconnect service for nonpayment of a bill until the lapse of six business days after making the notification required in subsection (b)(1) so as to allow the customer an opportunity to:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) Enter into a DPA and the option to enter into a budget payment plan for the payment of future bills; and	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) Contact a governmental or private agency that may provide assistance to customers for the payment of public utility bills.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
d) Any residential customer who enters into a DPA pursuant to this Section and subsequently, during that period of time set forth in subsection (a), becomes subject to disconnection, shall be given notice as required by law and this Part prior to disconnection of service.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) During that time period set forth in subsection (a), a utility shall not require a down payment for a deposit from a residential customer, pursuant to Section 280.40, in excess of 20% of the total deposit requested. An additional four months shall be allowed to pay the remainder of the deposit. This provision shall not apply to master-metered apartment buildings or other non-residential customers.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
f) During that period of time set forth in subsection (a), the provisions of Section 280.120 that allow a utility to refuse to offer a DPA to a residential customer who has defaulted on an agreement within the past 12 months are suspended. However, no utility shall be required to enter into more than one DPA under this Part with any residential customer or master-metered apartment building during the period from December 1 through and including March 31 of the immediately succeeding calendar year.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

g) In order to enable customers to take advantage of energy assistance programs, customers who can demonstrate that their applications for a local, State or federal energy assistance program have been approved may request that the amount they will be entitled to receive as a regular energy assistance payment be deducted and set aside from the amount past due on which they make DPAs. Payment on the set-aside amount will be credited when the energy assistance voucher or check is received, according to the utility's common business practice.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
h) In no event shall any utility send a disconnection notice to any customer who has entered into a current DPA and has not defaulted on that DPA, unless the disconnection notice pertains to a deposit request.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
i) Each utility will include with each disconnection notice sent during the period from December 1 through and including March 31 of the immediately succeeding calendar year to a residential customer an insert explaining the provisions of this Section and providing a telephone number of the utility company the customer may call to receive further information.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
j) Filing with the Commission:					
1) Each utility shall file with the Commission prior to December 1 of each year a plan detailing the implementation of this Section. This plan shall contain, but not be limited to:	Illinois Gas Company will develop a plan to implement and file with the commission.	Illinois Gas Company will develop a plan to implement and file with the commission.	\$0.00	November 1, 2014	December 1, 2015
A) A description of the methods to be used to notify residential customers as defined in this Part, including the forms of written and oral notices which shall be required to include all the information contained in subsection (b);	Illinois Gas Company will develop a plan to implement and file with the commission.	Illinois Gas Company will develop a plan to implement and file with the commission.	\$0.00	November 1, 2014	December 1, 2015
B) A listing of the names, addresses and telephone numbers of governmental and private agencies which may provide assistance to residential customers in paying their utility bills;	Illinois Gas Company will develop a plan to implement and file with the commission.	Illinois Gas Company will develop a plan to implement and file with the commission.	\$0.00	November 1, 2014	December 1, 2015
C) The program of employee education and information which shall be used by the company in the implementation of this Section; and	Illinois Gas Company will develop a plan to implement and file with the commission.	Illinois Gas Company will develop a plan to implement and file with the commission.	\$0.00	November 1, 2014	December 1, 2015

D) A description of methods to be utilized to inform residential customers of those governmental and private agencies and current and planned methods of cooperation with those agencies to identify the customers who qualify for assistance in paying their utility bills.	Illinois Gas Company will develop a plan to implement and file with the commission.	Illinois Gas Company will develop a plan to implement and file with the commission.	\$0.00	November 1, 2014	December 1, 2015
2) A utility that has a plan on file with the Commission need not resubmit a new plan each year. However, any alteration of the plan on file must be submitted prior to December 1 of any year.	Illinois Gas Company will develop a plan to implement and file with the commission.	Illinois Gas Company will develop a plan to implement and file with the commission.	\$0.00	November 1, 2014	December 1, 2015
3) All plans are subject to review and approval by the Commission, which may direct a utility to alter its plan to comply with this Part. [220 ILCS 5/8-206]	Illinois Gas Company will develop a plan to implement and file with the commission.	Illinois Gas Company will develop a plan to implement and file with the commission.	\$0.00	November 1, 2014	December 1, 2015
<b>Section 280.140 Disconnection for Lack of Access to Multi-Meter Premises</b>					
a) Intent: This Section provides adequate notice and reason for disconnection of an entire multi-meter premises when a utility is unable to gain access to its facilities; allows for the property owner/manager and customers of the premises to remedy the problem and thereby avoid disconnection; and sets prohibitions and limits on this form of disconnection.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
b) Allowable Reasons for Disconnection of an Entire Multi-Meter Premises:	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
1) The customers and property owner/manager have failed two consecutive times to provide access to utility facilities in order to meet regulatory requirements, including, but not limited to, inside safety inspections and meter exchanges;	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014

2) The customers and property owner/manager have failed three consecutive times to provide access to utility facilities for non-payment disconnections; or	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
3) The customers and property owner/manager have failed four consecutive times to provide access to utility facilities for meter readings.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
c) Utility Actions Required prior to Disconnection of an Entire Multi-Meter Premises:	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
1) The utility must attempt to obtain contact information for the property owner/manager, independently or with the assistance of the affected customers	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
2) The utility must seek access by physical visit. For each failure to gain access, the utility must record the date, time of day, utility personnel involved, a detailed description of utility's efforts to gain access and the reason for each failure to gain access. The utility shall retain the records for two years;	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014

3) For each effort to gain access, the utility must send or deliver warning letters to each affected customer and property owner/manager with at least 10 days advance notice of the utility's intent to gain access and the need for the customer to contact the utility to set up an appointment to provide access;	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
4) After the final consecutive failure to provide access, according to the number of consecutive failures required in subsection (b), the utility must send or deliver a disconnection notice to each affected customer and the property owner/manager as required by Section 280.130;	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
5) At the same time the utility sends or delivers the notices required in subsection (c)(3), it must also post the building with a written notice of disconnection; and	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
6) If the utility seeks access to disconnect non-paying customers, the utility must send or deliver a disconnection notice for non-payment to the customers in the premises that it intends to disconnect for non-payment.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
d) Inconvenience Compensation Credit:	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014

1) An inconvenience compensation credit shall be issued by the utility to the accounts of customers who are not otherwise eligible for non-payment disconnection when those customers are disconnected as a result of the utility's disconnection of non-paying customers in the same premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
2) The inconvenience compensation credit shall be four times the monthly "customer charge" or \$60, whichever is greater.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
e) Limitations on Non-payment Disconnections for Multi-Meter Premises: All of the limits, prohibitions and protections to customers offered in Sections 280.130 and 280.135 shall apply equally to lack of access disconnections of multi-meter premises for non-payment.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
f) Reconnection: The utility shall not disconnect a building unless it has the resources in place and is prepared to reconnect service on the same day as the disconnection or the day access is provided for any customers of a multi-meter premises who were otherwise not eligible for non-payment disconnection.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
g) Data Collection and Maintenance: The utility shall collect the following data on a monthly basis and maintain the data for two years following its collection. The utility shall make the data available to Commission Staff within 30 days after a request from Staff:	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014

1) In addition to the record keeping required under subsection (c)(2), the utility shall record the total number of "at-risk" buildings (i.e., any buildings the utility believes are currently eligible for disconnection or would be eligible for disconnection in 30 days);	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
2) The utility shall retain a record of the following information regarding a disconnection event:	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
A) Address of building or facility disconnected;	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
B) Number of units affected by the disconnection;	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
C) Duration of the building disconnection from the date of the disconnection to the date that the building was reconnected;	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014



D) Cause for multi-unit disconnection;	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
E) Compensation credit issued; and	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
F) Customer contacts received prior to and as a result of disconnection and their given reason for failure to provide access.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises.	Illinois Gas Company does not have any meters inside buildings all meters are located outside the premises. In the event that Illinois Gas Company does have it happen we will address this issue.	\$0.00	November 1, 2014	December 1, 2014
<b>Section 280.150 Disconnection of Master-Metered Apartment Buildings</b>					
Reference to Governing Statute: The Rental Property Utility Service Act [765 ILCS 735] governs procedures for disconnection of service to accounts affecting master-metered apartment buildings when a landlord or property manager has not paid the utility bill for the master-metered account. These procedures include requirements for a utility to:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
a) Inform tenants of the pending disconnection of their utility service; and	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
b) Set out their remedies, including the right to petition a court for appointment of a receiver to collect rents and remit a portion of the rents to the utility for payment of utility bills.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
<b>SUBPART J: MEDICAL CERTIFICATION</b>					
<b>Section 280.160 Medical Certification</b>					

a) Intent: The purpose of this Section is to temporarily prohibit disconnection of utility service to a residential customer for at least 60 days in cases of certified medical necessity; and to provide an opportunity for the customer to retire past due amounts by periodic installments under an automatic medical payment arrangement commencing after 30 days.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
b) Certifying Parties: Certification may be made by either a licensed physician or a local board of health.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) Method of Certification: 1) Initial certification by phone call is allowed. 2) Written (may be mailed, faxed or delivered electronically) certification must be provided within 7 days after an initial certification by phone call.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
d) Certificate Content:1) Name and contact information for the certifying party;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) Service address and name of patient; 3) A statement that the patient resides at the premises in question; and 4) A statement that the disconnection of utility service will aggravate an existing medical emergency or create a medical emergency for the patient.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Certificate Timing:					
1) Certificate presentation prior to disconnection entitles a customer to receive a medical payment arrangement term, as described under subsection (i)(1).	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The certificate may be presented up to 14 days after disconnection, with utility discretion as to whether it shall accept a certificate more than 14 days after disconnection have passed. Certification presented after disconnection entitles a customer to receive a medical payment arrangement term, as described under subsection (i)(2).	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
f) Restoration:					

1) When a valid medical certification is provided to the utility up to 14 days after disconnection, service shall be restored within one day after the provision of certification.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The utility shall not treat the disconnected customer as an applicant for service for purposes of restoration under a medical certificate.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
g) Duration of Certificate: The certificate shall protect the account from disconnection for 60 days after the date of certification. If the customer was disconnected prior to certification, the 60 day period shall not begin until the utility restores the customer's service.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
h) Data Collection and Maintenance: The utility shall collect the following data on a monthly basis and maintain the data for two years following its collection. The utility shall make the data available to Commission Staff within 30 days after a request from Staff:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) The total number medical certificates requested and, in instances in which a utility declines to issue a medical certificate, the reason for denial; 2) The total number of medical certificates issued by the utility; 3) The duration, including start and end dates, of the medical certification period (whether the end date is based on payment by the customer or expiration of the 60-day period).	Illinois Gas Company is implementing procedures to comply with this rule.	Illinois Gas Company is implementing procedures to comply with this rule.	\$0.00	November 1, 2014	June 1, 2015
i) Medical Payment Arrangement:					
1) If valid medical certification is received prior to disconnection, the first bill statement that will be due after 30 days after the certification date shall indicate: A) An amount to pay that is equal to 1/12th of the total amount owing for utility services by the customer; B) The remaining balance owing for utility services; C) That the customer is on a medical payment arrangement; and D) 11 remaining installments of equal amounts to be paid on future bills.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) If valid medical certification is received after disconnection, the first bill statement that will be due after 30 days after the certification date shall indicate: A) An amount to pay that is equal to 1/4th of the total amount owing for utility services by the customer; B) The remaining balance owing for utility services; C) That the customer is on a medical payment arrangement; and D) Nine remaining installments of equal amounts to be paid on future bills.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

3) Valid medical certification shall entitle a customer to an MPA, regardless of the success or failure of previous payment plans of any sort.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
j) New Certification of Previously Certified Accounts: Accounts that received a prior valid medical certificate shall be eligible for new certification any time after either:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) The total account balance has been brought current; or	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) 12 months from the beginning date of the prior certification has passed.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
SUBPART K: RECONNECTION					
<b>Section 280.170 Timely Reconnection of Service</b>					
a) Intent: This Section provides for the timely reconnection of disconnected customers after they have remedied the reasons for the disconnection or provided valid medical certification.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
b) Timing: Once a disconnected customer remedies the reason for the disconnection or provides a valid medical certificate, the utility shall prioritize reconnection as indicated in this subsection (b). If the utility does not comply with the time limits in this subsection (b), it shall not bill the customer a reconnection charge. If, through no fault of the customer, the utility delays reconnection for two or more calendar days beyond the number of days required in this subsection (b), it shall issue a credit to the customer's account equal to two non-prorated monthly customer charges for that customer. If a disconnection is made in error, the penalty shall be an amount equal to three non-prorated monthly customer charges, in addition to any reconnection fees made for non-timely reconnection.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) A customer account for which a valid medical certificate has been provided shall receive first priority and be reconnected within one business day after the certification.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

2) A customer disconnected in error shall be reconnected within one business day.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) A disconnected electric, water or sewer customer who remedies the reason for the disconnection, and is not required by the utility to provide information as a new applicant for service, shall be reconnected within four calendar days.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) A disconnected natural gas customer who remedies the reason for the disconnection, and is not required by the utility to provide information as a new applicant for service, shall be reconnected within seven calendar days.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) Exception for Lack of Access: A utility shall not be obliged to conform to the time limits in subsection (b) if it is not allowed access to reconnect the service; provided, however, that the utility must record the date, time of day, utility personnel involved and reason access was not gained. It shall retain the record for two years.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
d) Exception for Disconnection not at the Meter or not at the Normal Place of Disconnection: A utility shall not be obliged to conform to the time limits in subsection (b) if it was forced, by lack of access, to disconnect the service at a location other than the meter or at a place other than the normal place of disconnection if the utility does not normally disconnect service at the meter.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Exception for Damage or Unsafe Condition: A utility shall not be obliged to conform to the time limits of subsection (b) if repair, construction or correction of an unsafe condition is required prior to reconnection of service.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
f) Temporary Exception for Unforeseen Circumstances: A utility that experiences a temporary, unanticipated and not reasonably foreseeable overload of its ability to provide for the timely reconnection of disconnected customers may, upon notice explaining the circumstances to the Commission's Consumer Services Division, temporarily forego the requirements of this Section so long as the utility can demonstrate that it is taking diligent action to remedy the overload.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
g) If service was shut off in error, the utility shall not bill the customer a reconnection charge.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

<b>Section 280.180 Reconnection of Former Residential Customers for the Heating Season</b>					
a) Any former residential customer whose gas or electric service was used to provide or control the primary source of space heating in the dwelling and whose service is disconnected for non-payment of a bill or a deposit from December 1 of the prior winter's heating season through April 1 of the current heating season shall be eligible for reconnection and a deferred payment arrangement under the provisions of this Section. Under this Section, a former residential customer shall also include a former customer who has moved to a new location after the service at the customer's former premises was disconnected. However, it shall be the responsibility of the former customer to notify the utility of his or her need for service at the new premises, and a utility shall not be obliged to search for former customers who have moved for the purpose of subsection (g).	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
b) Limitations: A utility shall not be required to reconnect service to and enter into a deferred payment arrangement with a former customer under the provisions of this Section:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) Except between November 1 and April 1 of the current heating season for former customers who do not have applications pending for the program described in Section 6 of the Energy Assistance Act [305 ILCS 20/6], and except between October 1 and April 1 of the current heating season for all former customers who do have applications pending for the program described in Section 6 of the Energy Assistance Act and who provide proof of application with the utility.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) In two consecutive years;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) Unless that former customer has paid at least 33 1/3 percent of the amount billed for utility service rendered by that utility subsequent to December 1 of the prior year. A former customer who did not pay the required amount prior to disconnection may establish eligibility by paying the required amount when seeking reconnection under this Section. In addition to calculating the 33 1/3 percent the former customer must pay to establish eligibility, the utility shall calculate the amount the customer must pay to enter into a payment agreement. For purpose of simplification, the utility shall inform the customer of the total amount needed for reconnection, including amounts required under subsections (b)(3), (b)(4), (d) and (e). The utility shall accept multiple sources of payment, including but not limited to energy assistance program payments, for purposes of satisfying this requirement.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) Until the customer pays the charges associated with the tampering, in any instance where the utility can show that there has been tampering with the utility's wires, pipes, meters (including locking devices), or other service equipment and further shows that the former customer enjoyed the benefit of utility service in the aforesaid manner.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

c) DPA: The terms and conditions of any deferred payment arrangements established by the utility and a former customer shall take into consideration the following factors, based upon information available from current utility records or provided by the former customer:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) The amount past due;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The former customer's ability to pay;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) The former customer's payment history;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) The reasons for the accumulation of the past due amounts; and	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
5) Any other relevant factors relating to the former customer's circumstances.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
d) After the former customer's eligibility has been established in accordance with subsections (a) and (b), and, upon the establishment of a deferred payment agreement, the former customer shall pay 1/3 of the amount past due (including reconnection charge, if any) and 1/3 of any deposit required by the utility.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Reconnection:					

1) Upon payment of the 1/3 of the amount past due and 1/3 of any deposit required by the utility, the former customer's service shall be reconnected as soon as possible. The company and the former customer shall agree to a payment schedule for the remaining balances which will reasonably allow the former customer to make the payments on the remainder of the deposit and the past due balance while paying current bills during the winter heating season.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) Notwithstanding the requirements of subsection (e)(1), a former customer who demonstrates to the utility, or to the Commission through formal or informal complaint under Sections 280.220 or 280.230, a financial inability to meet the requirement of the 1/3 of the amount past due and 1/3 of any deposit requested by the utility shall be reconnected upon paying a reasonable amount and upon entering into a deferred payment agreement	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
A) In determining financial inability under this subsection (e)(2), the following factors, among others, shall be considered: i) The combined income and financial resources of all persons residing in the former customer's household; ii) The combined living expense of the former customer's household; iii) The former customer's payment history; and iv) The reasons for the accumulation of past due amounts. B) A low income customer as defined by this Part shall automatically qualify for financial inability under this subsection (e)(2). C) For purposes of this subsection (e)(2), a "reasonable amount" shall be 20 percent of the amount past due and 20 percent of any deposit required by the utility.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) However, the utility is not obliged to make payment arrangements extending beyond the following November. The utility shall allow the former customer a minimum of four months in which to retire the past due balance and a minimum of three months in which to pay the remainder of the deposit. The former customer shall also be informed that payment on the amounts past due and the deposit, if any, plus the current bills must be paid by the due date or the customer may be subject to disconnection of service.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
f) Any payment agreement made shall be in writing, with a copy provided to the former customer. The renegotiation and reinstatement provisions contained in Sections 280.120 and 280.125 and the budget payment plan provisions of Section 280.80 shall also apply to payment agreements made pursuant to this Section.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
g) Survey and Notice to Affected Customers: 1) Not later than September 15 of each year, every gas and electric utility shall conduct a survey of all former residential customers whose gas and/or electric service was used to provide or control the primary source of space heating in the dwelling and whose gas and/or electric services was terminated for non-payment of a bill or deposit from December 1 of the previous year to September 15 of that year and where service at that premises has not been restored.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) Not later than October 1 of each year, the utility shall notify each of these former customers that the gas and/or electric service will be restored by the company for the coming heating season if the former customer contacts the utility and makes arrangements to pay the past due balance and any deposit to the utility under the conditions set forth in this Section.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014



3) A utility shall notify the former customer or an adult member of the household by personal visit, telephone contact or mailing of a letter by first class mail to the last known address of that former customer. The utility shall keep records which would indicate the date, form and results of the contact.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) Any former customer who meets the eligibility requirements under subsections (a) and (b) shall be eligible for reconnection under this Section, regardless of whether the utility identified the former customer in the survey requirements of this subsection (g) and regardless of whether that former customer received notification under this subsection (g).	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
h) Not later than November 20 and May 20 of each year, each gas and electric utility that has former customers affected by this Section shall file a report with the Commission providing statistical data concerning numbers of disconnections and reconnections involving utility service and deposits, and data concerning the dollar amounts involved in these transactions. The Commission shall notify each gas and electric utility prior to August 1 of each year concerning the information which is to be included in the report for the following heating season.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
i) In no event shall any actions taken by a utility in compliance with this Section be deemed to abrogate or in any way interfere with the utility's rights to pursue the normal collection processes otherwise available to it. [220 ILCS 5/8-207]	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
<b>SUBPART L: UNAUTHORIZED SERVICE USAGE</b>					
<b>Section 280.190 Treatment of Illegal Taps</b>					
a) Intent: The purpose of this Section is to require the utility to investigate high bills resulting from an abnormal or unexplained increase in consumption alleged by a customer. The utility shall investigate the allegation, to the extent customer-owned facilities are readily visible or accessible, to determine the reason and whether the consumption is caused by an illegal tap or diversion of service.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
b) Utility Investigation: When, within 30 days after receipt of a utility's bill, a customer alleges that the level of consumption is unreasonably high, the public utility furnishing natural gas, electricity or water to that customer shall investigate the allegation.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) Notice of Investigation Results: If, as a result of the investigation, the public utility determines that a tap has been constructed on the pipes and/or wires of the customer, the utility shall attempt to notify the landlord, property owner or his or her agent and instruct that the tap be removed immediately. The customer shall also be provided with notice of the investigation results.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

d) Disconnection of Service: This Section shall in no way prohibit a utility from disconnecting service if the utility determines that an unsafe condition exists.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Utility Determination of Benefitting Party: The utility shall also attempt to determine the identity of the party benefitting from the tapped service. The following procedures shall apply once the tap has been removed:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) The customer whose pipes and/or wires had been tapped by a third party shall be billed by the utility according to the newly established usage pattern and/or degree day analysis, whichever is appropriate.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) If the utility identifies the third party and finds that the third party is currently a customer of the utility on another account, the utility is authorized to bill that third party's account for the excess usage that is not attributable to the customer whose line had been tapped plus all related expenses incurred by the utility.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) If the utility identifies the third party and finds that the third party is not a customer of the utility, the utility is authorized to bill that third party for the excess usage that is not attributable to the customer whose line had been tapped plus all related expenses incurred by the utility using the procedures established for the billing of unauthorized use of utility service.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) In cases when the utility cannot determine the identity of the party benefitting from the tap, the utility may assign the dollar amount representing the excess usage and expenses to its bad debt account.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
f) Construction Error: When the diversion of gas, electricity or water is the result of a construction error in the pipes and/or wires that is not the responsibility of the public utility, the accounts of the customers involved may be adjusted according to the newly established usage pattern and/or degree day analysis, whichever is appropriate.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
g) When the customer of record benefitted from, cooperated in or acquiesced to the tap, the utility may collect all related expenses from the customer of record for the services associated with the tap.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

<b>Section 280.200 Tampering</b>					
a) Intent: Tampering with utility wires, pipes, meters or other service equipment is prohibited. The intent of this Section is to describe the process by which the utility shall bill the customer for the unauthorized usage when the utility has proof that the customer benefitted from tampering.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
b) Proof: The utility has the burden of proving by a preponderance of the evidence that tampering has occurred with the utility's wires, pipes, meters or other service equipment, that the customer has benefitted from the tampering, and that the utility's billing is reasonable.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) Investigation: When the utility has reason to suspect that tampering has occurred, it shall investigate without delay.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
d) Notice to Customer: Once the utility has full proof of the tampering, it shall report to the customer the details of the investigation.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Remedy: As soon as the condition becomes known to the utility, it shall take steps to correct the condition and issue a corrected bill without delay. Pursuant to any tariffed meter tampering charge, before assessing the charge, the utility shall review the situation to determine if the person benefitting from the tampering was responsible either directly or indirectly for the tampering.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
f) Timing: If tampering evidence extends to previous customers of record, the current customer shall not have to pay for the portions of the unauthorized usage that are attributable to the previous customers.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
g) Record Keeping: The utility shall document and record the evidence that proves the tampering, and it shall save the full evidence proving the tampering for a minimum of three years from the date that the customer is issued a corrected bill for the tampering.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
<b>Section 280.205 Non-Residential Tampering</b>					

a) Intent: The provisions of Section 280.200 shall apply in cases of non-residential tampering. In addition, this Section shall provide the utility with immediate relief from further unauthorized usage of service by a non-residential customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
b) Disconnection: When the utility has evidence proving the unauthorized use of non-residential service, it may disconnect service to the tampering customer until:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) The utility or the customer removes the facilities that allow the customer to use service without paying for it. If the utility must remove the facilities, the customer shall pay the costs associated with the work; and	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The customer pays for the unauthorized usage. The utility shall determine the amount of unauthorized usage and provide a bill to the customer without delay.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
<b>Section 280.210 Payment Avoidance by Location</b>					
a) Intent: With the understanding that a utility and its customers must deal in good faith with each other, this Section defines the process by which a utility may protect itself and its ratepayers from persons seeking to use a pattern of action to avoid payment for service used at a specific service location.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
b) Conditions: Payment avoidance by location (PAL) applies only when all the following conditions occur:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) a utility receives a new application for service at a service location;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

2) a former customer who was disconnected for non-payment at the same service location still resides at the service location; and	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) the utility has proof that the new applicant for service also occupied the service location during the time the previous customer's debt accrued.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) Exemption: Payment avoidance by location shall not include new owners and/or new tenants at a service location.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
d) Notification of PAL: When a utility can demonstrate with evidence that a pattern of payment avoidance is occurring by a person or persons at a location, in order to invoke the protections of this Section, it shall provide the following notice:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) The utility shall notify the person of the PAL allegation using the same method of contact by which that person contacted the utility.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The utility shall notify the person of the PAL allegation in writing. The written notification may be sent electronically if agreed upon by the utility and the person receiving the notification.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) The notice shall be sent no later than two business days after the utility's decision to invoke the protections available to it under this Section.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) The notice shall contain a detailed description of the problem and the facts and evidence that the utility has to support the PAL allegation.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

5) The notice shall contain an explanation of the steps that the person must take in order to dispute or remedy the problem.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
6) The notice shall contain the toll free number and contact information for the utility and the toll free number and contact information for the Commission's Consumer Services Division.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
7) A duplicate copy of the notice shall be sent to the Commission's Consumer Services Division at the same time it is sent to the person.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Deposit: When a utility has proof that PAL is occurring, it may require the applicant to provide a deposit under the following conditions:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) A deposit required under this Section shall be equal to 1/3 of the estimated annual charges for the premises.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The utility may require payment of the deposit in full prior to service.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) The deposit shall earn interest as described in Section 280.40.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) The deposit plus interest shall be refunded as described in Section 280.40.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

f) Burden of Proof: It shall be the sole responsibility of the utility to prove with evidence that PAL has occurred. The person accused of PAL shall have the right to the full evidence possessed by the utility and the opportunity to present information to refute the allegations.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
g) Data Collection and Maintenance: A utility that includes this Section as part of its practices shall collect the following data on a monthly basis and maintain the data for two years following its collection. The utility shall make the data available to Commission Staff within 30 days after a request from Staff:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) The total number of instances in which the utility alleged that PAL occurred;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The total number of PAL instances in which the utility denied service;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) The total number of PAL instances in which the utility required a deposit to begin service;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) The total number of PAL instances in which the person successfully refuted the utility's evidence of PAL;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
5) The total number of PAL instances in which the utility discovered that its evidence was inaccurate; and	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
6) The total number of PAL instances in which the person remedied the problem by payment of the arrearage accrued for disconnection of the previous customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

SUBPART M: COMPLAINT PROCEDURES					
Section 280.220 Utility Complaint Process					
a) Intent: To provide utilities and customers with the ability to resolve complaints or appeal complaints that cannot be resolved directly between the parties.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
b) Customer Contact: The customer must contact the utility and attempt to resolve the complaint directly with the utility before proceeding to the Commission's informal complaint process. The customer and the utility shall cooperate to resolve the complaint.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) Methods of Contact: The utility shall maintain local and/or toll free telephone numbers; a mailing address to receive customer complaints and correspondence; and, when the utility has the capability, a means of receiving electronically submitted complaints.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
d) Availability: The utility shall maintain regular business hours and staffing to answer all customer inquiries and complaints.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Complaint Response Timeline: The utility shall respond to complaints within 14 days after their receipt, with exceptions in which both the customer and the utility agree to an extension or in which the utility can demonstrate to the customer that more time is required by circumstances beyond its control.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
f) Customer Payment During Complaint: If the complaint involves a dispute over the amount billed:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) The customer shall pay the undisputed portion of the bill or an amount equal to last year's bill at the location for the same period normalized for weather;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014



2) The utility shall confirm the disputed portion and the amount to be paid by the customer; and	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) The utility shall note and set aside the disputed amount in its records for the account.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
g) Late Fees:					
1) No late fees may be assessed on any amount in dispute while the complaint remains unresolved.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) No late fees may be assessed on a previously disputed amount so long as the customer pays the previously disputed amount within 14 days after the resolution of the complaint and so long as the complaint was made to the utility before the disputed amount became past due.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
h) Third Party Services and Billing: If the customer's complaint involves a service or good provided by a party other than the utility and the third party uses the utility for billing purposes, then the utility shall make a record in its files of the complaint and advise the customer how to contact the third party. The utility shall refrain from applying a customer's payment towards any amount in dispute with a third party on the bill until the complaint involving that portion of the bill has been resolved.	Illinois Gas Company does not use Third Party Services/this section is not applicable.	Illinois Gas Company does not use Third Party Services/this section is not applicable.	\$0.00	November 1, 2014	November 1, 2014
i) Appeal to Supervisor:					
1) If the customer requests a referral to a supervisor, the utility personnel shall note the account and make the referral the same day.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The supervisory personnel must respond to the customer without delay, and priority shall be given:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

A) First to customer accounts that are disconnected or when a health or safety concern has been raised by the customer;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
B) Second to customer accounts in jeopardy of disconnection; and	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
C) Third to all other supervisory referrals.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
j) All customer complaints must be assigned a complaint number that shall be retained by the utility for two years.	Illinois Gas Company does not currently assign a complaint number.	Illinois Gas Company will develop a complaint numbering system.	\$0.00	November 1, 2014	January 1, 2015
k) Prohibition Against Disconnection: The utility shall not disconnect a customer's utility service during the pendency of a complaint for any amount or reason that is the subject of the complaint. However, nothing shall prevent the utility from disconnecting service for reasons of safety or cooperation with civil authorities.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
l) Appeal to Commission Complaint Process: Once a final answer is provided to the customer, and, if the customer indicates non-acceptance of the response:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
1) The utility shall advise the customer of the right to appeal the utility's answer to the Commission's Consumer Services Division for an informal complaint;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) The utility shall provide the customer with the contact information for the Commission's Consumer Services Division; and	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

3) In the case of a pending disconnection, the utility shall refrain from disconnection for at least three business days to allow the customer to contact the Commission's Consumer Services Division.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
<b>Section 280.230 Commission Complaint Process</b>					
a) Intent: This Section provides utilities and customers with a process through the Commission's Consumer Services Division that allows the parties to settle a dispute without litigation; or to appeal an ongoing conflict that cannot be resolved informally to the Commission's formal complaint process.					
b) Intake of Complaints by the Commission's Consumer Services Division:					
1) Telephone or in person: The Consumer Services Division shall perform a customer interview and draft an informal complaint, including a description of the dispute and the relief sought. Telephone or in person informal complaints may also be taken from the customer's designated representative.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) Writing: The customer or the customer's designated representative may submit informal complaints in writing, either electronically or through traditional mail or fax (if available), to the Consumer Services Division.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
c) Presentation of the Complaint to the Utility:					
1) Except as noted in subsection (c)(2), the complaint shall be submitted by the Consumer Services Division to the utility in writing and shall contain as much of the following information as is available: the customer's name, service address, mailing address if different from service address, phone number, account number, any alternative contact information; a description of the complaint; and the relief being sought by the customer.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) If all the parties agree, the written informal complaint process may be waived, and the Consumer Services Division may work to resolve the complaint by immediate direct contact between the parties at the time the customer initiates the informal complaint.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
d) Timeline to Answer:					
1) The utility shall answer the informal complaint within 14 days.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

2) The Consumer Services Division shall mark as "urgent" those informal complaints that should be handled by the responding party on a priority basis.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
e) Extensions: By contact with the Consumer Services Division prior to the lapse of the 14 day response period, the utility may seek to extend the timeline for a response. Consumer Services Division Staff shall decide whether to grant the extension.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
f) Utility Answer to the Informal Complaint:					
1) Except when the parties agree to a non-written response, the utility's answer to the Consumer Services Division shall be made in writing and shall contain:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
A) A detailed description of the utility's position on the complaint, including the reasons for taking the position;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
B) If applicable, a reference to the section of the tariff, rule or law that supports the utility's position;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
C) A description of any interaction between the utility and the customer in answering the informal complaint.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
D) The amount of any adjustments to the customer's bill;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

E) The results of any tests performed on the equipment serving the customer; and	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
F) Any additional information requested by the Commission Staff.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) Review of answer with customer: After receipt of the utility response, the Consumer Services Division shall have 14 days to contact the customer to review the results of the informal complaint.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
3) Ongoing dialogue/negotiations: Upon agreement of the customer and the utility, further discussion may occur between the parties after the response to the informal complaint.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
g) Prohibition on Disconnection: The utility shall refrain from disconnecting a customer during an informal or formal complaint for any amount or reason that is the subject of the informal or formal complaint. However, nothing shall prevent the utility from disconnecting service for reasons of safety or cooperation with civil authorities.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
h) Right to Appeal:					
1) Except in situations in which to do so would cause the statute of limitations for filing a formal complaint to expire, any customer with a dispute arising under the jurisdiction of this Part shall first use the informal complaint process before proceeding with a formal complaint.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) If the customer expresses non-acceptance of the response to the informal complaint, and further dialogue cannot secure an agreement, the Consumer Services Division shall advise the complainant of the right to escalate the informal complaint to the Commission's formal complaint process.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014

3) If the utility fails to respond to the informal complaint within 14 days, the customer may file a formal complaint in accordance with the Commission's Rules of Practice (83 Ill. Adm. Code 200).	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
4) Upon a customer's request for escalation to a formal complaint, the Consumer Services Division shall provide notice to the utility of the customer's intent to escalate the complaint.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
5) Upon notice from Consumer Services Division of the customer's intent to file a formal complaint, the utility shall provide a minimum of 10 business days for the customer to file the formal complaint without disconnection of service. Nothing, however, shall prevent the utility from disconnecting service for reasons of safety or compliance with civil authorities.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
i) Timeline to File a Formal Complaint to Seek Refund:					
1) Excessive or unjust charges: All complaints for the recovery of damages shall be filed with the Commission within 2 years from the time the produce, commodity or service as to which complaint is made was furnished or performed. [220 ILCS 5/9-252]	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
2) Refunds for overcharges: When a customer pays a bill as submitted by a public utility and the billing is later found to be incorrect due to an error either in charging more than the published rate or in measuring the quantity or volume of service provided, the utility shall refund the overcharge with interest from the date of overpayment at the legal rate or at a rate prescribed by the Commission. Refunds and interest for such overcharges may be paid by the utility without the need for a hearing and order of the Commission. Any complaint relating to an incorrect billing must be filed with the Commission no more than 2 years after the date the customer first has knowledge of the incorrect billing. [220 ILCS 5/9-252.1]	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	December 1, 2014
SUBPART N: INFORMATION					
<b>Section 280.240 Public Notice of Commission Rules</b>					
Each utility shall provide notice to customers of the availability of Commission rules. Notice substantially in the form shown in Appendix C shall be posted on any utility web site and written notice shall be provided to customers annually. The notice to customers may be in the form of a bill message in which customers will be provided the opportunity to obtain copies of the Commission's rules upon request or by accessing the utility's website.	Illinois Gas Company currently does not have or maintain a web site.	Web Site Development and Design	\$20,000.00	December 1, 2014	May 1, 2016
<b>Section 280.250 Second Language Requirements</b>					

When there is a demonstrated need for second language notices in the service area of any utility, notices as set out in Appendices A and B sent to customers located within the area should contain the following warning in the appropriate second language: "Important - This notice affects your rights and obligations and should be translated immediately."	Illinois Gas Company service territory does not demonstrate a need for second language requirement	Illinois Gas Company will if a demonstrated need arises will develop and institute a Second Language Requirement	\$0.00	November 1, 2014	December 1, 2014
<b>Section 280.260 Customer Information Packet</b>					
a) Intent: The utility shall develop customer information material and provide the material to customers without additional charge.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015
b) Content:					
1) Description of the services provided; and 2) Customer rights and responsibilities under this Part, including, at a minimum:	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015
A) A brief description of billing information such as frequency of billing, due dates, and electronic billing and other billing options;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015
B) A description of the estimated bill process;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015
C) Payment options, including budget payment plan and deferred payment arrangements;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015
D) Payment methods and locations;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015

E) Late fees;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015
F) Deposit requirements;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015
G) Disconnection and reconnection procedures;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015
H) Utility dispute procedures and escalation procedures if a dispute is not resolved;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015
I) Contact information for the utility;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015
J) Commission's Consumer Services Division's informal complaint procedures;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015
K) Contact information for the Commission's Consumer Services Division;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015
L) A statement that the Commission's rules apply to service standards and reliability;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015



M) Notice of the availability of the Commission's rules; and	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015
N) That special rights are available to low income customers, and how to qualify for low income customer status.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015
c) Distribution:					
1) Written copy sent or delivered to all new customers;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015
2) Written copy sent or delivered to customers upon request;	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015
3) Material available on any utility web site; and	Company currently does not have or maintain a web site	Web Site Development and Design	\$20,000.00	December 1, 2014	May 1, 2016
4) Notice that the material is available free of charge and instructions on obtaining material sent to all customers annually.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015
d) Filing with Commission: The material shall be kept current and a current copy shall be filed with the Manager of the Consumer Services Division. Any changes in the material shall be presented to the Manager of the Consumer Services Division at least 45 days prior to being made available to customers.	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company is in the process of reviewing its welcome packet and will be making changes to conform with additional required information.	\$0.00	November 1, 2014	March 1, 2015

<p>Section 280. Appendix A Disconnection Notice</p> <p>Disconnection notices sent to customers shall be in red and substantially in the following form:</p> <p>Issuance date: Effective date:</p> <p>Utility name Customer name and address</p> <p>Utility contact information Customer account number</p> <p>URGENT!</p> <p>This is a DISCONNECTION NOTICE!</p> <p>Your utility service is in danger of disconnection because (reason for notice here, including past due amounts for which the service may be disconnected).</p> <p>In order to stop disconnection, you must (detailed description of what customer must do in order to avoid disconnection; in lieu of detailed steps, utility may offer contact info where customer can immediately access complaint handling utility personnel). If you have recently paid, please contact us to confirm that the service will not be disconnected.</p> <p>You can be shut off on or after (effective date), and you can still be shut off until (date notice expires) or we send you a new notice to replace this one.</p> <p>Residential customers have certain rights regarding this notice, including the right to a deferred payment arrangement and the potential to stop disconnection for 60 days and start a medical payment arrangement if a doctor of local board of health contacts us directly on behalf of a patient living in your household. Please see the reverse side of this notice for further details of your rights.</p> <p>You will lose many of your rights if you wait to do something until after disconnection.</p> <p>If you have questions or concerns about this notice, please contact us immediately at: (utility contact information).</p> <p>If we are unable to assist you, you have a right to contact and review your rights with the government agency that regulates us:</p> <p>The Illinois Commerce Commission's Consumer Services Division can be reached at 1-800-524-0795 (TTY 1-800-858-9277).</p>	<p>Illinois Gas Company acknowledges the changes to the Disconnection Notice.</p>	<p>Illinois Gas Company will implement the new disconnection notice front page as soon as the current stock of custom forms is depleted.</p>	<p>\$1,000.00</p>	<p>November 1, 2014</p>	<p>June 1, 2015</p>

<p>notices sent to residential customers)</p> <p>Your rights and responsibilities regarding this notice:</p> <p>Payment methods: (utility shall list available means or provide way to obtain available options).</p> <p>Deferred Payment Arrangement (DPA): You may be eligible for a payment plan known as a DPA in order to prevent disconnection unless you failed to complete a previous DPA in the past 12 months. Please contact us at (contact info) to ask about payment options to avoid disconnection.</p> <p>Reinstatement: You can reinstate a previous DPA that defaulted by catching up with all the payments that were due up to now. We may charge you a reinstatement fee unless this is your first time reinstating the DPA.</p> <p>Renegotiation: If lose or change income, you may be able to renegotiate your DPA.</p> <p>Financial Aid: Help with utility bills may be found in the Low Income Home Energy Assistance Program (LIHEAP). Along with the aid, LIHEAP qualification gives you extra rights. Contact LIHEAP at (current LIHEAP contact info). We may know of other aid available. To find out, contact us at (utility contact info).</p> <p>Medical Certification: If you haven't used a medical certificate in the past 12 months or you paid off a previous medical certificate, a medical certificate from a doctor or local board of health can stop disconnection for 60 days or have service restored as long as they contact us within 14 days after shut off. The medical certificate must contain:</p> <ol style="list-style-type: none"> <li>1) Name and contact information for the doctor or board of health;</li> <li>2) Your service address and the name of the patient;</li> <li>3) A statement that the patient lives at the address; and</li> <li>4) A statement that disconnection of utility service will aggravate an existing medical emergency or create a medical emergency for the patient.</li> </ol> <p>The doctor or local board of health can call us to certify, but they must provide a written medical certificate with the above information within 5 days after calling. The medical certificate also puts you on a medical payment arrangement to pay off the bill over time. The term of the payment plan will be better if we receive the certificate before your service is disconnected.</p> <p>Active Duty Military: If someone living with you is on active U.S. military duty, State law offers certain protections for your electricity and natural gas service. Please contact us if someone in your household is on active duty.</p> <p>Deposits: We can demand a deposit from you if we shut you off or if you pay late 4 times and carry a past due balance older than 30 days at any time in a 12 month period. The deposit will be about twice the size of your average bill, and you can pay it in 3 installments. You can be</p>	Illinois Gas Company has implemented procedures to become compliant.	Illinois Gas Company has implemented procedures to become compliant.	\$0.00	November 1, 2014	November 1, 2014
<p>Reconnection: If we shut you off, your service will be restored when you pay in full or take care of the problem if we shut you off for something other than a bill or deposit. You may be required to pay a reconnection fee.</p> <p>Complaints: If you have a complaint or problem with us, do not wait until after we shut you off to try to take care of it! If you contact us to try to take care of a problem, we must try to work with you to resolve or explain the problem. If we can't help you, you can contact the Illinois Commerce Commission's Consumer Services Division at: 1-800-524-0795 (TTY 1-800-858-9277). Before calling the ICC, you must try to work things out with us first. Please call us at (utility contact info).</p> <p>Regulations: You can review the main set of rules that affect you at <a href="http://www.ilga.gov/commission/jcar/admincode/083/08300280sections.html">http://www.ilga.gov/commission/jcar/admincode/083/08300280sections.html</a>.</p>					

<p style="text-align: center;">Section 280.Appendix C Public Notice</p> <p style="text-align: center;"><b>RULES PERTAINING TO ELIGIBILITY FOR SERVICE, DEPOSITS, BILLING, PAYMENT, REFUNDS AND DISCONNECTION OF SERVICE</b></p> <p style="text-align: center;"><b>ILLINOIS COMMERCE COMMISSION</b></p> <p style="text-align: center;"><b>83 Ill. Adm. Code 280</b></p> <p>Part 280, the rules and regulations of the Illinois Commerce Commission prescribing procedures governing eligibility for service, deposits, billing, payment, refunds and disconnection of service, is on file in the Commission offices and open to public inspection.</p> <p>Copies of Part 280 in the Spanish language are available for inspection at the offices and online. Any employee will direct you to the place where you may inspect a copy of Part 280 and will direct you to personnel assigned the duty of providing information about Part 280.</p> <p>Copies of Part 280 may also be reviewed and/or obtained at the Commission's offices at 160 North LaSalle Street, Suite C-800, Chicago, Illinois 60601 or 527 East Capitol Avenue, Springfield, Illinois 62701 or at <a href="http://www.ilga.gov/commission/jcar/admincode/083/08300280sections.html">http://www.ilga.gov/commission/jcar/admincode/083/08300280sections.html</a>.</p>	<p>Illinois Gas Company has implemented procedures to become compliant.</p>	<p>Illinois Gas Company has implemented procedures to become compliant.</p>	<p>\$0.00</p>	<p>November 1, 2014</p>	<p>December 1, 2014</p>
<p style="text-align: center;">Section 280.Appendix D Disconnection Notice Insert for Residential Gas and Electric Customers</p> <p>Disconnection notices sent to residential gas and electric customers shall include an insert in substantially the following form:</p> <p style="text-align: center;"><b>IF YOU CANNOT PAY YOUR ENTIRE BILL NOW</b></p> <p style="text-align: center;"><b>READ THIS NOTICE ABOUT MAKING</b></p> <p style="text-align: center;"><b>ARRANGEMENTS TO PAY OVER TIME</b></p> <p style="text-align: center;">What can I do if I cannot pay my entire bill now?</p> <p>If you are a residential customer of a public utility and owe for past due service, you may have the chance to make an arrangement with the company to pay over time and avoid disconnection of your utility service.</p> <p>These arrangements to pay over time are called "deferred payment arrangements" or "DPAs." A DPA will allow you to make a down payment towards the amount you owe and then make monthly payments at the same time as your regular bill payments in order to pay off the past due balance. You must contact the utility in order to see if you can make a DPA and protect your account from disconnection.</p> <p style="text-align: center;">How much will my down payment be?</p> <p>From April 1 through November 30, the utility may require 25% of the amount past due, unless you have qualified for Low Income Home Energy Assistance (LIHEAP).</p> <p>LIHEAP qualified customers may be required to pay 20% of the amount past due.</p> <p>From December 1 through March 31, the utility may require 10% of the amount past due to put you on a special Winter DPA.</p> <p>How will the utility and I figure out how much I will pay each month on the DPA?</p> <p>The total number of installments that you will pay will dictate how much each equal installment will be. The utility will consider the following in choosing how many installments to allow you:</p> <ol style="list-style-type: none"> <li>1. how much you owe,</li> <li>2. your ability to pay,</li> <li>3. your payment history with the utility,</li> <li>4. the reasons the amount became past due,</li> <li>5. if you are LIHEAP qualified, and</li> <li>6. any other factors that relate to the situation.</li> </ol>	<p>Illinois Gas Company has implemented procedures to become compliant.</p>	<p>Illinois Gas Company has implemented procedures to become compliant.</p>	<p>\$0.00</p>	<p>November 1, 2014</p>	<p>December 1, 2014</p>

<p>From April 1 through November 30, the utility will allow from 4 to 12 months of installments, unless you are LIHEAP qualified.</p> <p>From April 1 through November 30, LIHEAP qualified customers are allowed 6 to 12 months of installments.</p> <p>From December 1 through March 31, the utility must allow between a minimum of 4 monthly installments and a maximum number of installments that should not last past the coming November on its Winter DPA program.</p> <p>Do I have to pay my regular bills in addition to the installments?</p> <p>Yes. The DPA will default if you don't pay on time or if you don't pay both the full amount of the installment and the full amount of the current bill. Your bill will tell you the total amount to pay each month in order to keep the DPA going.</p> <p>Can I be on a Budget Payment Plan at the same time as the DPA?</p> <p>Yes. In fact, by averaging the yearly cost of your bills, this may be a good way to help you plan how much you will likely have to pay each month. Ask us about our Budget Payment Plan.</p> <p>What happens if my DPA defaults?</p> <p>If you default either by paying late or failing to pay the full installment and current charges, then your account can be subject to disconnection again after we send you notice.</p> <p>Can I get back on the DPA after default?</p> <p>Yes. As long as you have not been disconnected, by paying the total amount of the installments and current charges that are due up to the current date, you can reinstate the DPA. Reinstatement puts you back on the arrangements you originally made. We may charge you a reinstatement fee if you have to reinstate the DPA more than once.</p> <p>What if my economic situation changes and I cannot afford the original DPA?</p> <p>Renegotiation allows you to extend your original DPA for a longer term. In order to renegotiate your DPA, you must:</p> <ol style="list-style-type: none"> <li>1. not currently be in default on the DPA,</li> <li>2. have made at least the down payment to get on the DPA, and</li> <li>3. be willing to discuss the change in your economic situation with us.</li> </ol>	<p>Illinois Gas Company has implemented procedures to become compliant.</p>	<p>Illinois Gas Company has implemented procedures to become compliant.</p>	<p>\$0.00</p>	<p>November 1, 2014</p>	<p>December 1, 2014</p>
<p>How many DPAs can one account have?</p> <p>As long as your service is still on, you qualify for a DPA any time after you either:</p> <ol style="list-style-type: none"> <li>1. complete the last DPA you had, or</li> <li>2. 12 months have passed since you failed to complete the last DPA you had.</li> </ol> <p>From December 1 through March 31, if your service is used to heat or control the source of heat in your home, then you can get on a Winter DPA for a 10% down payment as long as your service is still on. Heating customers qualify for a Winter DPA whether or not they successfully completed their last DPA.</p> <p>How soon should I call about a DPA?</p> <p>Call right away. Do not wait. If your service is shut off, you may not be able to get back on without paying everything you owe us past due. Even if you think you may not qualify for a DPA, please call to see if something can be worked out.</p>	<p>Illinois Gas Company has implemented procedures to become compliant.</p>	<p>Illinois Gas Company has implemented procedures to become compliant.</p>	<p>\$0.00</p>	<p>November 1, 2014</p>	<p>December 1, 2014</p>